Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6508113364 58	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	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 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 05:59:46 PM	20 Jun, 2025 06:09:26 PM	20 Jun, 2025 03:35:02 PM	0:14:43	90	External
6508113364 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	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
6508113364 58			CTE_Credit		Alorica - CT 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 05:59:46 PM	20 Jun, 2025 06:09:26 PM	20 Jun, 2025 03:35:02 PM	0:14:43	90	External
6508113364 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	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 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	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 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	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 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	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 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	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 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		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 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	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 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	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
6508113364 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		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 58			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 05:59:46 PM	20 Jun, 2025 06:09:26 PM	20 Jun, 2025 03:35:02 PM	0:14:43	90	External
6508113364 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		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 58			CTE_Credit		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 05:59:46 PM	20 Jun, 2025 06:09:26 PM	20 Jun, 2025 03:35:02 PM	0:14:43	90	External
6508113364 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		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
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			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 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT 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 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			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 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		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 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113297 002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 06:15:47 PM	20 Jun, 2025 06:17:06 PM	20 Jun, 2025 01:23:22 PM	0:12:17	100	External
6508113076 03			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			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 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			CTE_Credit		Alorica - CT 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 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
6508113076 03			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	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
650811307603	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
650811307603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
650811307603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
650811307603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
650811307603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
650811307603			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 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
650811307603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
650811307603			CTE_Credit		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 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
650811307603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 06:13:34 PM	20 Jun, 2025 06:20:19 PM	20 Jun, 2025 02:01:06 PM	0:09:58	100	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			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 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT 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 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			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 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		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 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811196545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 06:28:18 PM	20 Jun, 2025 06:36:41 PM	19 Jun, 2025 04:11:17 PM	0:12:53	85	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811371540			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		20 Jun, 2025 06:37:44 PM	20 Jun, 2025 06:46:48 PM	20 Jun, 2025 05:21:42 PM	0:13:30	75	External
650811221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
650811221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
650811221975			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 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
650811221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
650811221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	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
6508111221975	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT 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 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			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 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		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 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111221975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 06:47:07 PM	20 Jun, 2025 06:55:43 PM	19 Jun, 2025 06:13:29 PM	0:13:55	80	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			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 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT 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 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			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 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		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 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111369579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 06:45:48 PM	20 Jun, 2025 07:07:45 PM	20 Jun, 2025 05:15:57 PM	0:15:49	90	External
6508111221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			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 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			CTE_Credit		Alorica - CT 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 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
6508111221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 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
650811221755	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
650811221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
650811221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
650811221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
650811221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
650811221755			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 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
650811221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
650811221755			CTE_Credit		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 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
650811221755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 07:01:09 PM	20 Jun, 2025 07:21:52 PM	19 Jun, 2025 06:05:41 PM	0:15:21	90	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
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650811229247			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 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT 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 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			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 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		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 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811229247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 07:27:18 PM	20 Jun, 2025 07:55:04 PM	19 Jun, 2025 06:47:40 PM	0:15:20	95	External
650811185623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
650811185623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
650811185623			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 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
650811185623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
650811185623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
650811185623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
650811185623			CTE_Credit		Alorica - CT 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 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
650811185623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
650811185623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
650811185623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	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
6508111856 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508111856 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508111856 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508111856 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508111856 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508111856 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508111856 23		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 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508111856 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508111856 23		CTE_Credit		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 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508111856 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 07:52:10 PM	20 Jun, 2025 08:01:23 PM	19 Jun, 2025 03:25:52 PM	0:12:55	90	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		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 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT 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 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		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 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		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 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508113375 10		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 08:06:40 PM	20 Jun, 2025 08:12:50 PM	20 Jun, 2025 03:33:43 PM	0:12:03	95	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		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 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT 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 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
6508108245 23		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	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
650810824523	[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]	20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
650810824523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
650810824523			CTE_Credit		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 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
650810824523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 08:49:34 PM	20 Jun, 2025 08:55:58 PM	17 Jun, 2025 01:41:46 PM	0:08:14	75	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			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 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			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 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			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 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			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 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			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 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			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 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811423234			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 08:49:31 PM	20 Jun, 2025 09:02:35 PM	20 Jun, 2025 08:14:11 PM	0:08:56	60	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
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650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			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		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			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		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
650811324873			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		20 Jun, 2025 09:04:32 PM	20 Jun, 2025 09:16:38 PM	20 Jun, 2025 02:53:26 PM	0:14:32	100	External
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650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
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650811020293			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 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External

REDACTED

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811020293	[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 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT 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 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
650811020293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
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650811020293			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 09:25:29 PM	20 Jun, 2025 09:30:36 PM	18 Jun, 2025 03:07:15 PM	0:11:04	90	External
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650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			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 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT 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 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
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650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
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650811283913			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 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		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 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650811283913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 09:55:10 PM	20 Jun, 2025 10:03:17 PM	20 Jun, 2025 12:18:35 PM	0:09:14	95	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			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 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT 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 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	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
650810940398	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
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650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			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 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
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650810940398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 10:47:11 PM	20 Jun, 2025 10:54:13 PM	17 Jun, 2025 08:26:50 PM	0:16:40	60	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
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650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT 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 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
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650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		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 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650811372087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jun, 2025 12:00:16 AM	21 Jun, 2025 12:20:59 AM	20 Jun, 2025 05:24:02 PM	0:09:36	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT 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 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
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650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	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
650810912419	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		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 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650810912419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jun, 2025 07:07:18 PM	21 Jun, 2025 07:17:55 PM	17 Jun, 2025 06:50:06 PM	0:07:44	100	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT 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 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		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 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811347150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jun, 2025 07:30:46 PM	21 Jun, 2025 07:40:27 PM	20 Jun, 2025 04:04:44 PM	0:09:44	90	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT 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 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
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650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		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 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811060218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 08:40:12 PM	22 Jun, 2025 08:51:10 PM	18 Jun, 2025 05:43:02 PM	0:06:57	70	External
650811445914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
650811445914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	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
6508114459l4	[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 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT 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 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
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6508114459l4			CTE_Credit		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 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508114459l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 08:51:49 PM	22 Jun, 2025 09:01:28 PM	20 Jun, 2025 09:52:58 PM	0:06:24	70	External
6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
6508111217806			CTE_Credit		Alorica - CT 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 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
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6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
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6508111217806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
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6508111217806			CTE_Credit		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 Jun, 2025 09:33:21 PM	22 Jun, 2025 09:41:04 PM	19 Jun, 2025 05:47:57 PM	0:07:46	100	External
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6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT 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 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	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
6508111185457	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
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6508111185457			CTE_Credit		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 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111185457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 09:41:44 PM	22 Jun, 2025 09:51:57 PM	19 Jun, 2025 03:20:20 PM	0:07:12	100	External
6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			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 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			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 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
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6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
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6508111423710			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 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111423710			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 10:02:18 PM	22 Jun, 2025 10:10:02 PM	20 Jun, 2025 08:16:32 PM	0:07:58	100	External
6508111418757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
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6508111418757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
6508111418757			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 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
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6508111418757			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 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
6508111418757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
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6508111418757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
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6508111418757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
6508111418757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
6508111418757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
6508111418757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	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
650811418757	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
650811418757			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 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
650811418757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 10:11:18 PM	22 Jun, 2025 10:19:33 PM	20 Jun, 2025 07:58:42 PM	0:06:26	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			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 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			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 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			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 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811281412			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 10:25:14 PM	22 Jun, 2025 10:43:35 PM	20 Jun, 2025 12:03:38 PM	0:10:41	95	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT 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 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		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 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811216586			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 10:51:27 PM	22 Jun, 2025 11:03:36 PM	19 Jun, 2025 05:51:51 PM	0:07:48	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	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
650811409660	[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 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT 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 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		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 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811409660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 11:04:03 PM	22 Jun, 2025 11:13:00 PM	20 Jun, 2025 07:30:54 PM	0:08:31	100	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT 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 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
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650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		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 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811216663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 11:14:43 PM	22 Jun, 2025 11:32:21 PM	19 Jun, 2025 05:45:58 PM	0:08:06	95	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT 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 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	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
650811295856	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		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 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811295856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 11:39:54 PM	22 Jun, 2025 11:48:04 PM	20 Jun, 2025 01:20:41 PM	0:05:28	75	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT 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 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		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 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811421618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jun, 2025 11:53:18 PM	23 Jun, 2025 12:01:42 AM	20 Jun, 2025 08:08:46 PM	0:07:52	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT 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 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		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 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 12:02:35 AM	23 Jun, 2025 12:09:12 AM	20 Jun, 2025 12:05:23 PM	0:07:54	100	External
650811281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	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
6508111281708	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			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 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			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 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			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 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111281708			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 12:11:05 AM	23 Jun, 2025 12:20:12 AM	20 Jun, 2025 12:06:10 PM	0:09:22	100	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT 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 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		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 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111306750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 12:21:52 AM	23 Jun, 2025 12:30:18 AM	20 Jun, 2025 02:07:37 PM	0:08:14	95	External
6508111421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
6508111421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
6508111421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
6508111421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
6508111421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
6508111421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
6508111421855			CTE_Credit		Alorica - CT 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 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
6508111421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
6508111421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	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
650811421855	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
650811421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
650811421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
650811421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
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650811421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
650811421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
650811421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
650811421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
650811421855			CTE_Credit		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 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
650811421855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 09:10:35 AM	23 Jun, 2025 09:29:22 AM	20 Jun, 2025 08:09:57 PM	0:16:19	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT 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 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		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 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650810850868			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 09:47:12 AM	23 Jun, 2025 09:59:12 AM	17 Jun, 2025 03:16:01 PM	0:11:40	75	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT 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 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	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
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650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		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 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811325875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 10:11:41 AM	23 Jun, 2025 10:19:23 AM	20 Jun, 2025 02:58:10 PM	0:08:21	95	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT 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 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		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 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811374661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 10:53:00 AM	23 Jun, 2025 10:54:14 AM	20 Jun, 2025 05:32:18 PM	0:10:11	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT 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 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ng	23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		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 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	100	External
650811031315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 11:20:10 AM	23 Jun, 2025 11:27:57 AM	18 Jun, 2025 03:45:04 PM	0:08:30	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
6508113531 54	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT 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 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		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 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113531 54			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 11:29:40 AM	23 Jun, 2025 11:32:51 AM	20 Jun, 2025 04:22:23 PM	0:17:54	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT 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 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		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 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113957 62			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 11:22:20 AM	23 Jun, 2025 11:41:12 AM	20 Jun, 2025 06:47:31 PM	0:14:10	95	External
6508113292 533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
6508113292 533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
6508113292 533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
6508113292 533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
6508113292 533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
6508113292 533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
6508113292 533			CTE_Credit		Alorica - CT 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 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	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
650811292533	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		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 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811292533		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 11:48:07 AM	23 Jun, 2025 11:52:41 AM	20 Jun, 2025 01:21:03 PM	0:15:25	95	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT 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 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
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650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		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 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811412740		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 11:57:02 AM	23 Jun, 2025 12:01:25 PM	20 Jun, 2025 07:42:59 PM	0:17:07	90	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT 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 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
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650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		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 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811296440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 12:19:17 PM	23 Jun, 2025 12:24:30 PM	20 Jun, 2025 01:22:50 PM	0:10:49	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT 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 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
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650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
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650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		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 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811419017		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 12:29:25 PM	23 Jun, 2025 12:31:29 PM	20 Jun, 2025 08:00:25 PM	0:14:57	95	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
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650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT 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 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
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650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	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
650811421951	[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]	23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811421951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 12:51:46 PM	23 Jun, 2025 01:18:14 PM	20 Jun, 2025 08:15:50 PM	0:17:00	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT 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 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		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 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811385031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 01:18:22 PM	23 Jun, 2025 01:23:21 PM	20 Jun, 2025 06:31:44 PM	0:14:20	100	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			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 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			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 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			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 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650811520969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 01:13:40 PM	23 Jun, 2025 01:27:28 PM	23 Jun, 2025 12:26:12 PM	0:09:57	80	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	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
650810855905	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT 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 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		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 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650810855905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 01:40:35 PM	23 Jun, 2025 01:41:58 PM	17 Jun, 2025 03:27:40 PM	0:14:22	95	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT 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 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
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650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		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 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811434922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 01:52:51 PM	23 Jun, 2025 01:56:59 PM	20 Jun, 2025 08:56:20 PM	0:10:14	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT 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 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 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
650811294049	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		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 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811294049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 01:57:58 PM	20 Jun, 2025 01:12:46 PM	0:12:30	100	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT 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 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		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 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811368866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 01:21:21 PM	23 Jun, 2025 02:01:37 PM	20 Jun, 2025 05:13:28 PM	0:20:19	85	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT 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 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
650811319408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	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
6508113194O8	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
6508113194O8			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
6508113194O8			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
6508113194O8			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
6508113194O8			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
6508113194O8			CTE_Credit		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 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
6508113194O8			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 01:54:51 PM	23 Jun, 2025 02:10:39 PM	20 Jun, 2025 02:53:36 PM	0:13:22	75	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT 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 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		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 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113232250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 02:17:00 PM	23 Jun, 2025 02:26:52 PM	19 Jun, 2025 06:59:14 PM	0:11:23	95	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT 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 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		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 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508113111114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 02:16:13 PM	23 Jun, 2025 02:26:55 PM	20 Jun, 2025 02:14:01 PM	0:09:44	55	External
6508107182S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	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
6508107182 81	[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]	23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT 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 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		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 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508107182 81			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 02:25:28 PM	23 Jun, 2025 02:30:34 PM	16 Jun, 2025 05:56:34 PM	0:10:10	95	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT 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 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		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 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508115361 58			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 02:37:44 PM	23 Jun, 2025 02:41:13 PM	23 Jun, 2025 01:31:14 PM	0:12:53	100	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT 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 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	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
6508112003 43	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		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 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508112003 43			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 02:46:36 PM	23 Jun, 2025 02:53:55 PM	19 Jun, 2025 04:24:43 PM	0:11:52	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT 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 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		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 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508113768 08			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 02:30:48 PM	23 Jun, 2025 03:00:38 PM	20 Jun, 2025 06:00:15 PM	0:16:30	85	External
6508115451 34			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
6508115451 34			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
6508115451 34			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
6508115451 34			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
6508115451 34			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
6508115451 34			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
6508115451 34			CTE_Credit		Alorica - CT 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 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
6508115451 34			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
6508115451 34			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	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
65081154513	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		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 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081154513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 Jun, 2025 02:59:22 PM	23 Jun, 2025 03:04:58 PM	23 Jun, 2025 01:41:51 PM	0:12:47	85	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT 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 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		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 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081152097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 Jun, 2025 03:02:08 PM	23 Jun, 2025 03:05:16 PM	23 Jun, 2025 12:04:46 PM	0:13:20	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT 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 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
65081143630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	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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650811436309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
650811436309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
650811436309			CTE_Credit		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 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
650811436309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 03:09:14 PM	23 Jun, 2025 03:20:04 PM	20 Jun, 2025 09:04:31 PM	0:12:25	95	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT 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 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		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 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811444541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 03:15:22 PM	23 Jun, 2025 03:20:48 PM	20 Jun, 2025 09:44:35 PM	0:09:23	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT 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 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		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 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	70	External
650811543219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 04:01:31 PM	23 Jun, 2025 04:23:56 PM	23 Jun, 2025 01:39:16 PM	0:17:15	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
650811539106	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT 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 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		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 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811539106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 04:28:30 PM	23 Jun, 2025 04:36:38 PM	23 Jun, 2025 01:34:06 PM	0:15:59	90	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT 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 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		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 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811540626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 04:38:36 PM	23 Jun, 2025 04:43:19 PM	23 Jun, 2025 01:37:40 PM	0:18:20	100	External
650811532838			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
650811532838			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
650811532838			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
650811532838			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
650811532838			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
650811532838			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	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
6508115328 38	[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]	23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		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 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508115328 38			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 04:16:11 PM	23 Jun, 2025 05:08:43 PM	23 Jun, 2025 01:26:03 PM	0:28:37	90	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT 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 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
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6508113482 95			CTE_Credit		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 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6508113482 95			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 05:09:44 PM	23 Jun, 2025 05:12:20 PM	20 Jun, 2025 04:06:34 PM	0:11:28	95	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT 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 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
6517795630 47			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	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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651779563047		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
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651779563047		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
651779563047		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
651779563047		CTE_Credit		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 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
651779563047		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 04:39:57 PM	23 Jun, 2025 05:17:07 PM	23 Jun, 2025 02:28:32 PM	0:12:55	75	External
651779594731		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
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651779594731		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
651779594731		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
651779594731		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
651779594731		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
651779594731		CTE_Credit		Alorica - CT 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 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
651779594731		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
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651779594731		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
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651779594731		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
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651779594731		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 05:09:57 PM	23 Jun, 2025 05:28:59 PM	23 Jun, 2025 04:00:25 PM	0:14:43	95	External
651779599265		CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
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651779599265		CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
651779599265		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		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
651779599265		CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
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651779599265		CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
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651779599265		CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
651779599265		CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
651779599265		CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
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651779599265		CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
651779599265		CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
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Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779599265	[redacted]	[redacted]	CTE_Credit_Escalation	[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]	23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
651779599265			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 05:32:48 PM	23 Jun, 2025 05:33:48 PM	23 Jun, 2025 04:39:37 PM	0:31:31	95	External
650811294307			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 05:17:17 PM	23 Jun, 2025 05:43:09 PM	20 Jun, 2025 01:12:20 PM	0:13:24	100	External
650811294307			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 05:17:17 PM	23 Jun, 2025 05:43:09 PM	20 Jun, 2025 01:12:20 PM	0:13:24	100	External
650811294307			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 05:17:17 PM	23 Jun, 2025 05:43:09 PM	20 Jun, 2025 01:12:20 PM	0:13:24	100	External
650811294307			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 05:17:17 PM	23 Jun, 2025 05:43:09 PM	20 Jun, 2025 01:12:20 PM	0:13:24	100	External
650811294307			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 Jun, 2025 05:17:17 PM	23 Jun, 2025 05:43:09 PM	20 Jun, 2025 01:12:20 PM	0:13:24	100	External
650811294307			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 05:17:17 PM	23 Jun, 2025 05:43:09 PM	20 Jun, 2025 01:12:20 PM	0:13:24	100	External
650811294307			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 Jun, 2025 05:17:17 PM	23 Jun, 2025 05:43:09 PM	20 Jun, 2025 01:12:20 PM	0:13:24	100	External
650811294307			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 05:17:17 PM	23 Jun, 2025 05:43:09 PM	20 Jun, 2025 01:12:20 PM	0:13:24	100	External
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651779579723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 05:49:23 PM	23 Jun, 2025 05:56:35 PM	23 Jun, 2025 03:11:45 PM	0:13:05	95	External
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651779579723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 05:49:23 PM	23 Jun, 2025 05:56:35 PM	23 Jun, 2025 03:11:45 PM	0:13:05	95	External
650811526641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 06:07:11 PM	23 Jun, 2025 06:12:41 PM	23 Jun, 2025 12:54:33 PM	0:10:48	100	External
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650811526641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 06:07:11 PM	23 Jun, 2025 06:12:41 PM	23 Jun, 2025 12:54:33 PM	0:10:48	100	External
650811526641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:07:11 PM	23 Jun, 2025 06:12:41 PM	23 Jun, 2025 12:54:33 PM	0:10:48	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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650811526641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 06:07:11 PM	23 Jun, 2025 06:12:41 PM	23 Jun, 2025 12:54:33 PM	0:10:48	100	External
650811339105			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 06:24:37 PM	23 Jun, 2025 06:32:43 PM	20 Jun, 2025 03:42:05 PM	0:08:45	95	External
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650811339105			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 06:24:37 PM	23 Jun, 2025 06:32:43 PM	20 Jun, 2025 03:42:05 PM	0:08:45	95	External
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651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 06:13:40 PM	23 Jun, 2025 06:38:24 PM	23 Jun, 2025 04:16:12 PM	0:17:55	90	External
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651779580261			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 Jun, 2025 06:13:40 PM	23 Jun, 2025 06:38:24 PM	23 Jun, 2025 04:16:12 PM	0:17:55	90	External
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651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 06:13:40 PM	23 Jun, 2025 06:38:24 PM	23 Jun, 2025 04:16:12 PM	0:17:55	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
651779580261	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	23 Jun, 2025 06:13:40 PM	23 Jun, 2025 06:38:24 PM	23 Jun, 2025 04:16:12 PM	0:17:55	90	External
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651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 06:13:40 PM	23 Jun, 2025 06:38:24 PM	23 Jun, 2025 04:16:12 PM	0:17:55	90	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
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650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 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		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 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		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
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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		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
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650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 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		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
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650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
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650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 06:48:59 PM	23 Jun, 2025 07:05:52 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
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651779625132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 07:03:54 PM	23 Jun, 2025 07:18:11 PM	23 Jun, 2025 05:31:32 PM	0:12:28	90	External
651779625132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 07:03:54 PM	23 Jun, 2025 07:18:11 PM	23 Jun, 2025 05:31:32 PM	0:12:28	90	External
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651779625132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 07:03:54 PM	23 Jun, 2025 07:18:11 PM	23 Jun, 2025 05:31:32 PM	0:12:28	90	External
651779625132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:03:54 PM	23 Jun, 2025 07:18:11 PM	23 Jun, 2025 05:31:32 PM	0:12:28	90	External
651779625132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 07:03:54 PM	23 Jun, 2025 07:18:11 PM	23 Jun, 2025 05:31:32 PM	0:12:28	90	External
651779625132			CTE_Credit		Alorica - CT 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 Jun, 2025 07:03:54 PM	23 Jun, 2025 07:18:11 PM	23 Jun, 2025 05:31:32 PM	0:12:28	90	External
651779625132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 07:03:54 PM	23 Jun, 2025 07:18:11 PM	23 Jun, 2025 05:31:32 PM	0:12:28	90	External
651779625132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 07:03:54 PM	23 Jun, 2025 07:18:11 PM	23 Jun, 2025 05:31:32 PM	0:12:28	90	External
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651779625132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 07:03:54 PM	23 Jun, 2025 07:18:11 PM	23 Jun, 2025 05:31:32 PM	0:12:28	90	External
651779627948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External

Master Contact	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
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT 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 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
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651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
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651779627948	CTE_Credit	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 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
651779627948	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 07:19:51 PM	23 Jun, 2025 07:35:03 PM	23 Jun, 2025 05:41:36 PM	0:10:39	50	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
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650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT 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 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
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650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	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 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811524908	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 07:27:36 PM	23 Jun, 2025 07:38:21 PM	23 Jun, 2025 12:25:22 PM	0:13:02	95	External
650811537034	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034	CTE_Credit	Alorica - CT 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 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	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
650811537034	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		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 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
650811537034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 07:31:54 PM	23 Jun, 2025 07:41:07 PM	23 Jun, 2025 01:31:27 PM	0:04:42	95	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT 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 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		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 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
651779624902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 07:26:11 PM	23 Jun, 2025 07:50:54 PM	23 Jun, 2025 05:35:42 PM	0:10:21	100	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT 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 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	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
650811539309	[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 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		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 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
650811539309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 07:36:53 PM	23 Jun, 2025 07:53:32 PM	23 Jun, 2025 01:33:42 PM	0:12:16	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT 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 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		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 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779557239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 08:19:40 PM	23 Jun, 2025 08:25:55 PM	23 Jun, 2025 02:09:19 PM	0:12:24	85	External
651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
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651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
651779624514			CTE_Credit		Alorica - CT 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 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
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651779624514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 08:23:20 PM	23 Jun, 2025 08:31:14 PM	23 Jun, 2025 06:06:06 PM	0:08:27	100	External
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651779563150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 09:00:55 PM	23 Jun, 2025 09:03:58 PM	23 Jun, 2025 02:25:15 PM	0:13:07	95	External
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651779563150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 09:00:55 PM	23 Jun, 2025 09:03:58 PM	23 Jun, 2025 02:25:15 PM	0:13:07	95	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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651779563150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 09:00:55 PM	23 Jun, 2025 09:03:58 PM	23 Jun, 2025 02:25:15 PM	0:13:07	95	External
651779563150			CTE_Credit		Alorica - CT 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 Jun, 2025 09:00:55 PM	23 Jun, 2025 09:03:58 PM	23 Jun, 2025 02:25:15 PM	0:13:07	95	External
651779563150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 09:00:55 PM	23 Jun, 2025 09:03:58 PM	23 Jun, 2025 02:25:15 PM	0:13:07	95	External
651779563150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 09:00:55 PM	23 Jun, 2025 09:03:58 PM	23 Jun, 2025 02:25:15 PM	0:13:07	95	External
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651779563150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 09:00:55 PM	23 Jun, 2025 09:03:58 PM	23 Jun, 2025 02:25:15 PM	0:13:07	95	External
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651779563150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 09:00:55 PM	23 Jun, 2025 09:03:58 PM	23 Jun, 2025 02:25:15 PM	0:13:07	95	External
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651779579947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 08:48:24 PM	23 Jun, 2025 09:05:08 PM	23 Jun, 2025 03:12:44 PM	0:10:23	85	External
651779579947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 08:48:24 PM	23 Jun, 2025 09:05:08 PM	23 Jun, 2025 03:12:44 PM	0:10:23	85	External
651779579947			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 Jun, 2025 08:48:24 PM	23 Jun, 2025 09:05:08 PM	23 Jun, 2025 03:12:44 PM	0:10:23	85	External
651779579947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 08:48:24 PM	23 Jun, 2025 09:05:08 PM	23 Jun, 2025 03:12:44 PM	0:10:23	85	External
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651779579947			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 08:48:24 PM	23 Jun, 2025 09:05:08 PM	23 Jun, 2025 03:12:44 PM	0:10:23	85	External
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651779579947			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 Jun, 2025 08:48:24 PM	23 Jun, 2025 09:05:08 PM	23 Jun, 2025 03:12:44 PM	0:10:23	85	External
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651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
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651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
651779649289			CTE_Credit		Alorica - CT 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 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
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651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	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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651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
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651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
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651779649289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 09:07:00 PM	23 Jun, 2025 09:24:59 PM	23 Jun, 2025 06:51:47 PM	0:12:43	100	External
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651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
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651779569058			CTE_Credit		Alorica - CT 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 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
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651779569058			CTE_Credit		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 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779569058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 09:37:17 PM	23 Jun, 2025 09:44:52 PM	23 Jun, 2025 02:40:32 PM	0:18:04	80	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT 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 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
651779640866			CTE_Credit		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 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779640866	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	23 Jun, 2025 11:39:13 PM	23 Jun, 2025 11:41:00 PM	23 Jun, 2025 06:25:08 PM	0:12:35	100	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT 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 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		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 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
650811424391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jun, 2025 11:55:36 PM	24 Jun, 2025 12:06:21 AM	20 Jun, 2025 08:21:40 PM	0:11:15	90	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
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651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		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 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
651779636430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 12:30:28 AM	24 Jun, 2025 12:32:53 AM	23 Jun, 2025 06:12:42 PM	0:09:03	80	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650811540149	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
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650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
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650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
650811540149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
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650811540149			CTE_Credit		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 Jun, 2025 01:12:33 AM	24 Jun, 2025 01:19:11 AM	23 Jun, 2025 01:34:16 PM	0:10:52	95	External
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650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			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		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			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		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
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650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			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		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
650811369291			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 02:03:06 AM	24 Jun, 2025 02:07:23 AM	20 Jun, 2025 05:15:10 PM	0:10:10	95	External
651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
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651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
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651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	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
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651779667908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 09:53:52 AM	24 Jun, 2025 09:56:03 AM	23 Jun, 2025 07:48:08 PM	0:20:02	95	External
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651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
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651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
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651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
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651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
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651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
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651779566046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 10:20:00 AM	24 Jun, 2025 10:26:46 AM	23 Jun, 2025 02:36:47 PM	0:09:15	95	External
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651779667315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
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651779667315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
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651779667315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
651779667315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
651779667315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
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651779667315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
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651779667315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
651779667315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
651779667315			CTE_Credit		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 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
651779667315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 10:46:17 AM	24 Jun, 2025 10:51:57 AM	23 Jun, 2025 07:48:04 PM	0:06:10	100	External
651779603079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	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
651779603079	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		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 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779603079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 11:09:35 AM	24 Jun, 2025 11:13:56 AM	23 Jun, 2025 04:22:48 PM	0:10:57	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		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 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779686696		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 11:32:01 AM	24 Jun, 2025 11:40:41 AM	23 Jun, 2025 08:45:59 PM	0:11:12	95	External
651779574883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	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
651779574883	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
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651779574883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883			CTE_Credit		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 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779574883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 12:09:48 PM	24 Jun, 2025 12:17:15 PM	23 Jun, 2025 02:57:46 PM	0:16:31	95	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			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		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			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		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			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		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779725741			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 12:18:40 PM	24 Jun, 2025 12:27:05 PM	24 Jun, 2025 12:08:56 PM	0:07:36	90	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			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		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			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		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	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
651779585094	[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]	24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			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		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779585094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 12:01:42 PM	24 Jun, 2025 12:29:05 PM	23 Jun, 2025 03:34:08 PM	0:24:03	95	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
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651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		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 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779700579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 12:29:02 PM	24 Jun, 2025 12:40:04 PM	23 Jun, 2025 09:54:26 PM	0:09:22	75	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
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651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		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 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779623870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 12:41:17 PM	24 Jun, 2025 12:45:36 PM	23 Jun, 2025 05:27:40 PM	0:15:26	100	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	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
651779686696	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
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651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		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 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779686696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 12:41:18 PM	24 Jun, 2025 12:49:57 PM	23 Jun, 2025 08:45:59 PM	0:11:12	85	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
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651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
651779634861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
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651779634861			CTE_Credit		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 Jun, 2025 12:50:47 PM	24 Jun, 2025 12:56:28 PM	23 Jun, 2025 06:02:21 PM	0:08:46	100	External
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651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
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651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	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
651779638384	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		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 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779638384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 12:57:25 PM	24 Jun, 2025 01:03:37 PM	23 Jun, 2025 06:18:08 PM	0:08:02	80	External
651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
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651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
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651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
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651779685104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 01:04:13 PM	24 Jun, 2025 01:11:32 PM	23 Jun, 2025 08:59:03 PM	0:10:54	90	External
651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
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651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
651779580261			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		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
651779580261			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		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
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651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
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651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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651779580261			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		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
651779580261			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 01:12:29 PM	24 Jun, 2025 01:25:35 PM	23 Jun, 2025 04:16:12 PM	0:17:55	85	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
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650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
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650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		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 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811334182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 01:32:55 PM	24 Jun, 2025 01:46:23 PM	20 Jun, 2025 03:43:25 PM	0:10:07	70	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
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650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		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 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811286432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 02:06:50 PM	24 Jun, 2025 02:13:39 PM	20 Jun, 2025 12:34:17 PM	0:11:10	95	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	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
650811291479	[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]	24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
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650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
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650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		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 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811291479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 02:48:20 PM	24 Jun, 2025 03:24:09 PM	20 Jun, 2025 01:02:21 PM	0:15:39	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
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650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		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 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
650811281184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 03:45:56 PM	24 Jun, 2025 03:52:10 PM	20 Jun, 2025 12:02:21 PM	0:10:22	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			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		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			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		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	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
651779645417	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
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651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			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		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779645417			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 04:04:45 PM	24 Jun, 2025 04:12:03 PM	23 Jun, 2025 06:53:42 PM	0:07:55	100	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		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 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
651779725528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 04:03:51 PM	24 Jun, 2025 04:34:48 PM	24 Jun, 2025 12:09:23 PM	0:09:19	95	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
650810943731			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Jun, 2025 05:38:34 PM	24 Jun, 2025 05:42:26 PM	17 Jun, 2025 08:45:35 PM	0:15:40	55	External
651779674622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
651779674622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
651779674622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
651779674622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	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
6517796746	[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]	24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		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 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517796746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 05:10:21 PM	24 Jun, 2025 05:44:42 PM	23 Jun, 2025 08:07:32 PM	0:12:21	95	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		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 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517795976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 05:40:05 PM	24 Jun, 2025 05:46:13 PM	23 Jun, 2025 04:03:40 PM	0:09:59	100	External
6517796326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			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		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			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		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
6517796326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	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
651779632629	[redacted]	[redacted]	CTE_Credit_Payment	Cherrilyn Horn	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
651779632629			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	riage provided in provided for these complete script int.	24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
651779632629			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
651779632629			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
651779632629			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
651779632629			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
651779632629			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
651779632629			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		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
651779632629			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 05:43:16 PM	24 Jun, 2025 05:51:50 PM	23 Jun, 2025 05:56:57 PM	0:07:11	65	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	prequalified 6/23 we	24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		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 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779747635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 04:30:04 PM	24 Jun, 2025 05:55:33 PM	24 Jun, 2025 01:45:46 PM	0:15:14	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
651779761361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	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
[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]	24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
			CTE_Credit		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 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 05:37:16 PM	24 Jun, 2025 05:55:44 PM	24 Jun, 2025 02:32:30 PM	0:13:41	95	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			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		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			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		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			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		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 05:59:53 PM	24 Jun, 2025 06:00:27 PM	24 Jun, 2025 04:33:55 PM	0:14:02	100	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		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 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 05:55:28 PM	24 Jun, 2025 06:04:37 PM	24 Jun, 2025 02:15:07 PM	0:11:29	75	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	ne (we can copy/paste this from	24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	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
651779651497	[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]	24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
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651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
651779651497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 05:51:58 PM	24 Jun, 2025 06:07:42 PM	23 Jun, 2025 07:02:28 PM	0:14:32	100	External
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651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
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651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		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 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779567947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 05:59:39 PM	24 Jun, 2025 06:09:32 PM	23 Jun, 2025 02:38:48 PM	0:08:52	65	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	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
651779747819	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
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651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
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651779747819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 06:04:36 PM	24 Jun, 2025 06:09:39 PM	24 Jun, 2025 01:48:10 PM	0:11:54	100	External
651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
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651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
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651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
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651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
651779600413			CTE_Credit		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 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
651779600413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 05:54:30 PM	24 Jun, 2025 06:16:06 PM	23 Jun, 2025 04:18:14 PM	0:17:14	100	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	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
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		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 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811520557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 06:16:23 PM	24 Jun, 2025 06:25:12 PM	23 Jun, 2025 12:17:38 PM	0:12:37	95	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		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 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
650811222527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 06:25:48 PM	24 Jun, 2025 06:27:34 PM	19 Jun, 2025 06:12:38 PM	0:14:27	100	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		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 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779804850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 06:18:15 PM	24 Jun, 2025 06:35:43 PM	24 Jun, 2025 05:13:01 PM	0:12:35	95	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 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
651779820269	[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]	24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		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 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779820269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 06:38:49 PM	24 Jun, 2025 06:55:05 PM	24 Jun, 2025 06:05:45 PM	0:12:02	100	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			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		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			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		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
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651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			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		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779670190			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 07:03:55 PM	24 Jun, 2025 07:07:35 PM	23 Jun, 2025 08:04:05 PM	0:17:35	90	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	ng	24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	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
651779778618	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
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651779778618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jun, 2025 07:06:17 PM	24 Jun, 2025 07:15:59 PM	24 Jun, 2025 03:31:46 PM	0:11:04	75	External
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651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
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651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
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651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
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651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
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651779590749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jun, 2025 07:17:39 PM	24 Jun, 2025 07:32:23 PM	23 Jun, 2025 03:47:14 PM	0:07:59	90	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			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	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			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	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
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651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
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651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779810900			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	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	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
651779810900	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	24 Jun, 2025 07:34:58 PM	24 Jun, 2025 07:35:27 PM	24 Jun, 2025 05:27:33 PM	0:13:37	100	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
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651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
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651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		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 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779796018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 07:17:00 PM	24 Jun, 2025 07:36:59 PM	24 Jun, 2025 04:38:33 PM	0:11:17	90	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 PM	0:12:54	95	External
651779794139			CTE_Credit		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 Jun, 2025 07:15:43 PM	24 Jun, 2025 07:39:51 PM	24 Jun, 2025 04:31:45 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
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651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
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651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
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651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		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 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779821112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 07:26:12 PM	24 Jun, 2025 07:58:38 PM	24 Jun, 2025 06:04:17 PM	0:13:54	55	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
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651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
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651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		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 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779753387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 07:53:30 PM	24 Jun, 2025 08:03:43 PM	24 Jun, 2025 02:05:40 PM	0:08:33	80	External
651779755027			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027			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		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questio	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651779755027		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		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		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		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779755027		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		24 Jun, 2025 08:08:52 PM	24 Jun, 2025 08:11:54 PM	24 Jun, 2025 02:10:11 PM	0:12:05	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		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		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		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		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		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		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779783774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		24 Jun, 2025 07:57:51 PM	24 Jun, 2025 08:16:31 PM	24 Jun, 2025 03:54:24 PM	0:13:47	100	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	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
651779855949	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949			CTE_Credit		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 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
651779855949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 09:56:10 PM	24 Jun, 2025 10:00:18 PM	24 Jun, 2025 08:09:13 PM	0:07:49	85	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811551608			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Jun, 2025 10:24:34 PM	24 Jun, 2025 10:26:25 PM	23 Jun, 2025 02:01:22 PM	0:15:24	95	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		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 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811204503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 10:53:11 PM	24 Jun, 2025 10:56:30 PM	19 Jun, 2025 04:47:50 PM	0:16:45	100	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	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
650811530718	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		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 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811530718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 11:23:10 PM	24 Jun, 2025 11:30:17 PM	23 Jun, 2025 01:13:35 PM	0:14:25	90	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		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 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
650811330570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jun, 2025 11:52:52 PM	24 Jun, 2025 11:54:56 PM	20 Jun, 2025 03:16:03 PM	0:14:23	95	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	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
651779571693		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
651779571693		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		25 Jun, 2025 12:11:06 AM	25 Jun, 2025 12:12:59 AM	23 Jun, 2025 02:52:52 PM	0:10:09	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811252413		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		25 Jun, 2025 01:02:22 AM	25 Jun, 2025 01:07:25 AM	19 Jun, 2025 08:37:20 PM	0:13:28	85	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811429295		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		25 Jun, 2025 01:45:50 AM	25 Jun, 2025 01:53:11 AM	20 Jun, 2025 08:40:33 PM	0:12:49	80	External
650811046914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	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
650811046914	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
650811046914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 02:13:42 AM	25 Jun, 2025 02:21:16 AM	18 Jun, 2025 04:38:48 PM	0:09:01	90	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
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651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779847085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 12:20:59 PM	25 Jun, 2025 12:26:11 PM	24 Jun, 2025 07:41:44 PM	0:12:09	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			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		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			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		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	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
651779917854	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			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		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779917854			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 12:40:03 PM	25 Jun, 2025 12:41:26 PM	25 Jun, 2025 12:10:34 PM	0:06:41	95	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779919307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 12:57:50 PM	25 Jun, 2025 01:06:21 PM	25 Jun, 2025 12:18:50 PM	0:08:53	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	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
651779754198	[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]	25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779754198			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 01:14:21 PM	25 Jun, 2025 02:19:54 PM	24 Jun, 2025 02:08:17 PM	0:12:55	90	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779924485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 02:25:43 PM	25 Jun, 2025 02:33:55 PM	25 Jun, 2025 12:43:24 PM	0:15:04	80	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779724808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 02:27:54 PM	25 Jun, 2025 02:34:23 PM	24 Jun, 2025 12:15:33 PM	0:15:32	100	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	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
651779686536	[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]	25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
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651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
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651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
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651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779686536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 02:40:28 PM	25 Jun, 2025 02:48:50 PM	23 Jun, 2025 08:51:54 PM	0:09:40	75	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
651779680876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 03:37:48 PM	25 Jun, 2025 03:44:42 PM	23 Jun, 2025 08:26:31 PM	0:04:55	60	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	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
650811324259	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
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650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
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650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
650811324259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 04:01:38 PM	25 Jun, 2025 04:10:06 PM	20 Jun, 2025 02:57:12 PM	0:16:20	90	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779594179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 04:08:11 PM	25 Jun, 2025 04:13:11 PM	23 Jun, 2025 03:59:04 PM	0:08:41	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	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
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651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
651779740422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 04:53:08 PM	25 Jun, 2025 04:57:54 PM	24 Jun, 2025 01:19:19 PM	0:08:32	100	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
650811546890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 05:22:36 PM	25 Jun, 2025 05:26:39 PM	23 Jun, 2025 01:46:37 PM	0:11:26	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779845264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 05:44:30 PM	25 Jun, 2025 05:54:52 PM	24 Jun, 2025 07:50:16 PM	0:12:56	90	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	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
651779992152	[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]	25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779992152			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 06:02:19 PM	25 Jun, 2025 06:08:19 PM	25 Jun, 2025 04:38:59 PM	0:10:44	85	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779998035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 06:20:36 PM	25 Jun, 2025 06:24:40 PM	25 Jun, 2025 05:12:11 PM	0:15:32	100	External
651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
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651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
651779611773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	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
65177961177	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
65177961177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
65177961177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
65177961177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
65177961177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
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65177961177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
65177961177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 04:27:09 PM	25 Jun, 2025 06:34:51 PM	23 Jun, 2025 04:49:21 PM	0:09:10	100	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			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		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			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		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
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65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			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		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65178000427			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 06:39:09 PM	25 Jun, 2025 06:56:06 PM	25 Jun, 2025 05:22:25 PM	0:09:12	95	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			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		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			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		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
65177999169			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	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
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651779991696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 06:42:46 PM	25 Jun, 2025 06:57:07 PM	25 Jun, 2025 05:02:19 PM	0:22:41	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
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651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
651780001384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 07:08:20 PM	25 Jun, 2025 07:25:25 PM	25 Jun, 2025 05:12:42 PM	0:14:47	100	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
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650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
650811167049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 07:32:20 PM	25 Jun, 2025 07:34:57 PM	19 Jun, 2025 02:05:13 PM	0:14:44	95	External
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651780016479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 07:15:42 PM	25 Jun, 2025 07:58:44 PM	25 Jun, 2025 06:06:35 PM	0:08:13	95	External
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651780016479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 07:15:42 PM	25 Jun, 2025 07:58:44 PM	25 Jun, 2025 06:06:35 PM	0:08:13	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
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651780016479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 07:15:42 PM	25 Jun, 2025 07:58:44 PM	25 Jun, 2025 06:06:35 PM	0:08:13	95	External
651780016479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 07:15:42 PM	25 Jun, 2025 07:58:44 PM	25 Jun, 2025 06:06:35 PM	0:08:13	95	External
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651780016479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 07:15:42 PM	25 Jun, 2025 07:58:44 PM	25 Jun, 2025 06:06:35 PM	0:08:13	95	External
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651780016479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 07:15:42 PM	25 Jun, 2025 07:58:44 PM	25 Jun, 2025 06:06:35 PM	0:08:13	95	External
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651780016479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 07:15:42 PM	25 Jun, 2025 07:58:44 PM	25 Jun, 2025 06:06:35 PM	0:08:13	95	External
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651780000894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 07:49:16 PM	25 Jun, 2025 08:05:23 PM	25 Jun, 2025 05:14:19 PM	0:13:17	95	External
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651780000894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 07:49:16 PM	25 Jun, 2025 08:05:23 PM	25 Jun, 2025 05:14:19 PM	0:13:17	95	External
651780000894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 07:49:16 PM	25 Jun, 2025 08:05:23 PM	25 Jun, 2025 05:14:19 PM	0:13:17	95	External
651780000894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 07:49:16 PM	25 Jun, 2025 08:05:23 PM	25 Jun, 2025 05:14:19 PM	0:13:17	95	External
651780000894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 07:49:16 PM	25 Jun, 2025 08:05:23 PM	25 Jun, 2025 05:14:19 PM	0:13:17	95	External
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650811321318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 08:29:23 PM	25 Jun, 2025 08:37:22 PM	20 Jun, 2025 02:43:05 PM	0:13:53	95	External
650811321318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 08:29:23 PM	25 Jun, 2025 08:37:22 PM	20 Jun, 2025 02:43:05 PM	0:13:53	95	External
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650811321318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 08:29:23 PM	25 Jun, 2025 08:37:22 PM	20 Jun, 2025 02:43:05 PM	0:13:53	95	External
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650811321318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 08:29:23 PM	25 Jun, 2025 08:37:22 PM	20 Jun, 2025 02:43:05 PM	0:13:53	95	External
650811321318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 08:29:23 PM	25 Jun, 2025 08:37:22 PM	20 Jun, 2025 02:43:05 PM	0:13:53	95	External
650811321318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 08:29:23 PM	25 Jun, 2025 08:37:22 PM	20 Jun, 2025 02:43:05 PM	0:13:53	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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650811321318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 08:29:23 PM	25 Jun, 2025 08:37:22 PM	20 Jun, 2025 02:43:05 PM	0:13:53	95	External
650811321318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 08:29:23 PM	25 Jun, 2025 08:37:22 PM	20 Jun, 2025 02:43:05 PM	0:13:53	95	External
650811321318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 08:29:23 PM	25 Jun, 2025 08:37:22 PM	20 Jun, 2025 02:43:05 PM	0:13:53	95	External
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650811350499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 08:10:04 PM	25 Jun, 2025 08:44:19 PM	20 Jun, 2025 04:17:54 PM	0:16:03	95	External
650811350499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 08:10:04 PM	25 Jun, 2025 08:44:19 PM	20 Jun, 2025 04:17:54 PM	0:16:03	95	External
650811350499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 08:10:04 PM	25 Jun, 2025 08:44:19 PM	20 Jun, 2025 04:17:54 PM	0:16:03	95	External
650811350499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 08:10:04 PM	25 Jun, 2025 08:44:19 PM	20 Jun, 2025 04:17:54 PM	0:16:03	95	External
650811350499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 08:10:04 PM	25 Jun, 2025 08:44:19 PM	20 Jun, 2025 04:17:54 PM	0:16:03	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
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651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651779985355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 08:18:58 PM	25 Jun, 2025 08:52:52 PM	25 Jun, 2025 04:16:23 PM	0:15:05	95	External
651780044381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	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
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
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651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
651780044381		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 09:09:11 PM	25 Jun, 2025 09:18:56 PM	25 Jun, 2025 07:49:19 PM	0:13:15	95	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
650811415985		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 09:34:00 PM	25 Jun, 2025 09:37:18 PM	20 Jun, 2025 07:49:48 PM	0:11:42	90	External
651780070403		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
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651780070403		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403		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		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403		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		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	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
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651780070403			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
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651780070403			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
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651780070403			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403			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		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651780070403			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 10:06:01 PM	25 Jun, 2025 10:22:14 PM	25 Jun, 2025 09:30:13 PM	0:25:03	50	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651779690251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 10:15:20 PM	25 Jun, 2025 10:35:50 PM	23 Jun, 2025 09:00:47 PM	0:09:24	75	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External

REDACTED

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
651780069515	[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]	25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651780069515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jun, 2025 10:35:59 PM	25 Jun, 2025 10:45:21 PM	25 Jun, 2025 09:27:36 PM	0:15:06	100	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651779768340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 12:10:41 AM	26 Jun, 2025 12:17:51 AM	24 Jun, 2025 02:55:46 PM	0:08:59	85	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			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		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			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		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			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		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651780072717			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 12:22:54 AM	26 Jun, 2025 12:29:35 AM	25 Jun, 2025 09:44:17 PM	0:20:02	100	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 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
651779938400	[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]	26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651779938400			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 12:40:04 AM	26 Jun, 2025 12:46:28 AM	25 Jun, 2025 01:38:31 PM	0:12:14	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			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		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			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		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			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		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780026133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 12:52:27 AM	26 Jun, 2025 01:00:07 AM	25 Jun, 2025 07:10:17 PM	0:14:57	95	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			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		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			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		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	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
651780063021	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			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		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780063021			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 01:04:21 AM	26 Jun, 2025 01:09:38 AM	25 Jun, 2025 08:55:43 PM	0:11:19	90	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			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		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			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		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			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		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651780024622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 01:15:47 AM	26 Jun, 2025 01:23:51 AM	25 Jun, 2025 06:37:54 PM	0:11:44	95	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	100	External
651779980956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 01:17:54 AM	26 Jun, 2025 01:30:29 AM	25 Jun, 2025 03:58:39 PM	0:20:23	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
651780056052	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			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		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			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		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
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651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			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		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780056052			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 01:28:01 AM	26 Jun, 2025 01:31:40 AM	25 Jun, 2025 08:31:07 PM	0:13:52	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 01:31:50 AM	26 Jun, 2025 01:45:35 AM	25 Jun, 2025 08:55:23 PM	0:15:41	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			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		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			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		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	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
651780062263	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
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651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			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		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780062263			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 01:56:23 AM	26 Jun, 2025 01:58:17 AM	25 Jun, 2025 09:17:09 PM	0:18:33	100	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651780004404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 02:03:42 AM	26 Jun, 2025 02:12:32 AM	25 Jun, 2025 05:22:47 PM	0:16:51	95	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	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
651779957423	[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]	26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779957423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 02:13:27 AM	26 Jun, 2025 02:19:22 AM	25 Jun, 2025 02:38:20 PM	0:20:45	100	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			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		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			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		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
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651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			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		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779966941			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 02:24:15 AM	26 Jun, 2025 02:28:26 AM	25 Jun, 2025 03:10:56 PM	0:15:48	90	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			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		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			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		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			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		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651779770641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 02:35:34 AM	26 Jun, 2025 02:38:17 AM	24 Jun, 2025 03:04:05 PM	0:20:35	85	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	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
651780035554	[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]	26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			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		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			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		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651780035554			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 02:41:49 AM	26 Jun, 2025 02:48:23 AM	25 Jun, 2025 07:21:49 PM	0:28:19	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651779988515			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 02:19:16 AM	26 Jun, 2025 02:56:19 AM	25 Jun, 2025 04:28:45 PM	0:16:47	90	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	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
651780021700	[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	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 02:57:11 AM	26 Jun, 2025 03:00:35 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			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	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			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	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			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	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780042863			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 02:58:14 AM	26 Jun, 2025 03:01:06 AM	25 Jun, 2025 07:43:00 PM	0:13:43	85	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	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
651780021700	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780021700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 03:01:08 AM	26 Jun, 2025 03:01:34 AM	25 Jun, 2025 06:27:18 PM	0:05:45	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780002492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 03:05:42 AM	26 Jun, 2025 03:07:09 AM	25 Jun, 2025 05:39:02 PM	0:16:49	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651780043669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 03:03:31 AM	26 Jun, 2025 03:10:03 AM	25 Jun, 2025 08:19:45 PM	0:12:54	100	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	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
651779977507	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			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		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			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		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			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		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651779977507			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 03:10:44 AM	26 Jun, 2025 03:14:38 AM	25 Jun, 2025 03:44:20 PM	0:18:14	90	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
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651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
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651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
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651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780043566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 03:04:32 AM	26 Jun, 2025 03:20:10 AM	25 Jun, 2025 08:09:55 PM	0:14:40	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	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
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651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
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651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
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651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
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651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780055892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 03:21:52 AM	26 Jun, 2025 03:24:08 AM	25 Jun, 2025 08:31:29 PM	0:05:25	100	External
651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
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651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
651780074639			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		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
651780074639			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		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
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651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
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651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
651780074639			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
651780074639			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		26 Jun, 2025 03:28:25 AM	26 Jun, 2025 03:35:13 AM	25 Jun, 2025 09:55:36 PM	0:20:20	100	External
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651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
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651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
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651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	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
651779996159	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651779996159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 03:22:19 AM	26 Jun, 2025 03:40:14 AM	25 Jun, 2025 04:51:51 PM	0:11:34	100	External
651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
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651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
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651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
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651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
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651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
651780047866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 11:49:01 AM	26 Jun, 2025 12:07:52 PM	25 Jun, 2025 08:02:10 PM	0:16:24	50	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
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651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
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651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
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651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	75	External
651779975526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 11:48:37 AM	26 Jun, 2025 12:19:34 PM	25 Jun, 2025 03:39:46 PM	0:15:12	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
651780067943	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			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		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			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		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			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		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651780067943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 12:33:06 PM	26 Jun, 2025 12:38:17 PM	25 Jun, 2025 09:19:02 PM	0:08:24	95	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ng ad	26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651779993460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 01:09:26 PM	26 Jun, 2025 01:12:54 PM	25 Jun, 2025 05:06:39 PM	0:09:40	100	External
651780098573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780098573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780098573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780098573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780098573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780098573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780098573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	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
651780985 73	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651780985 73			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 01:34:25 PM	26 Jun, 2025 01:41:49 PM	26 Jun, 2025 12:55:54 PM	0:11:16	90	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
651779927871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 01:29:58 PM	26 Jun, 2025 01:42:11 PM	25 Jun, 2025 01:02:21 PM	0:08:17	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External

Master Contact	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625830147790	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
625830147790	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 01:36:04 PM	26 Jun, 2025 01:43:50 PM	04 Jun, 2025 03:42:13 PM	0:05:09	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
650811227038	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 01:45:06 PM	26 Jun, 2025 01:49:31 PM	19 Jun, 2025 06:34:12 PM	0:05:15	100	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	50	External
651779999225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 01:50:00 PM	26 Jun, 2025 01:59:31 PM	25 Jun, 2025 05:02:25 PM	0:10:56	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
651780062209	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
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651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651780062209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 01:25:38 PM	26 Jun, 2025 02:04:15 PM	25 Jun, 2025 08:57:29 PM	0:07:42	90	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
651779987727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 02:18:04 PM	26 Jun, 2025 02:32:07 PM	25 Jun, 2025 04:25:16 PM	0:16:18	95	External
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651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	100	External
651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	100	External
651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	100	External
651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	100	External
651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	100	External
651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	100	External
651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	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
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651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	100	External
651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	100	External
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651779650161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 02:55:57 PM	26 Jun, 2025 03:06:39 PM	23 Jun, 2025 07:31:57 PM	0:12:32	100	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
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650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
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650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
650811523668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 02:41:31 PM	26 Jun, 2025 03:11:46 PM	23 Jun, 2025 12:52:31 PM	0:15:55	85	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	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
651779747213	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
651779747213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 03:03:30 PM	26 Jun, 2025 03:22:26 PM	24 Jun, 2025 01:44:22 PM	0:09:26	100	External
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651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
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651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651779986292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 02:57:47 PM	26 Jun, 2025 04:06:39 PM	25 Jun, 2025 04:15:56 PM	0:30:22	95	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780072399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	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
651780072399	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	26 Jun, 2025 04:18:12 PM	26 Jun, 2025 04:26:43 PM	25 Jun, 2025 09:53:18 PM	0:09:12	50	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			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		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			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		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
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651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
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651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			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		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780185946			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 06:27:05 PM	26 Jun, 2025 06:36:27 PM	26 Jun, 2025 05:57:49 PM	0:10:22	95	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			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		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			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		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			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		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780119763			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 04:54:12 PM	26 Jun, 2025 07:06:05 PM	26 Jun, 2025 02:07:10 PM	0:14:48	70	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	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
651780175424	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780175424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 07:04:34 PM	26 Jun, 2025 07:20:15 PM	26 Jun, 2025 05:16:58 PM	0:11:46	90	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780146791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 07:16:02 PM	26 Jun, 2025 07:26:55 PM	26 Jun, 2025 03:42:36 PM	0:18:59	85	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	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
651780174464	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651780174464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 07:22:02 PM	26 Jun, 2025 07:42:16 PM	26 Jun, 2025 05:18:03 PM	0:11:31	100	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
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651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651779669006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 07:48:22 PM	26 Jun, 2025 07:50:27 PM	23 Jun, 2025 07:51:23 PM	0:16:23	90	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
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651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
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651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780055539	[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]	26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780055539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 07:46:24 PM	26 Jun, 2025 08:09:00 PM	25 Jun, 2025 08:29:06 PM	0:12:51	95	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780026161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 09:14:35 PM	26 Jun, 2025 09:40:50 PM	25 Jun, 2025 06:41:16 PM	0:09:25	75	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780172985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 09:42:26 PM	26 Jun, 2025 09:48:55 PM	26 Jun, 2025 05:08:29 PM	0:14:25	100	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	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
651780204398	[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	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			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	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			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	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			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	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
651780204398			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 09:52:32 PM	26 Jun, 2025 09:55:10 PM	26 Jun, 2025 06:59:37 PM	0:08:28	95	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
650811531462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	26 Jun, 2025 10:11:37 PM	26 Jun, 2025 10:20:11 PM	23 Jun, 2025 01:17:21 PM	0:16:34	90	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	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
651779802643	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651779802643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jun, 2025 11:57:56 PM	27 Jun, 2025 12:01:41 AM	24 Jun, 2025 05:03:17 PM	0:14:10	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT 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 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		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 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780092734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 01:27:08 AM	27 Jun, 2025 01:43:41 AM	26 Jun, 2025 12:08:43 PM	0:17:55	95	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT 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 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	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
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651780193770			CTE_Credit		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 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780193770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 10:39:13 AM	27 Jun, 2025 10:47:34 AM	26 Jun, 2025 06:26:37 PM	0:11:47	100	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT 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 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		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 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780236674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 11:02:39 AM	27 Jun, 2025 11:09:53 AM	26 Jun, 2025 08:56:29 PM	0:11:41	95	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT 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 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		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 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780237978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 11:24:50 AM	27 Jun, 2025 11:30:33 AM	26 Jun, 2025 08:57:55 PM	0:12:23	100	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	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
651780156029	[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]	27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT 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 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		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 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780156029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 11:32:16 AM	27 Jun, 2025 11:50:11 AM	26 Jun, 2025 05:02:50 PM	0:12:54	95	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT 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 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		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 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780062380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 11:43:55 AM	27 Jun, 2025 11:52:20 AM	25 Jun, 2025 08:55:01 PM	0:10:10	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT 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 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	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
651780124684	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		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 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651780124684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 11:55:01 AM	27 Jun, 2025 12:13:37 PM	26 Jun, 2025 02:23:54 PM	0:17:53	100	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651779951796			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		27 Jun, 2025 12:28:36 PM	27 Jun, 2025 12:30:46 PM	25 Jun, 2025 02:21:13 PM	0:06:39	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT 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 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		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 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780014473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 12:08:57 PM	27 Jun, 2025 12:32:40 PM	25 Jun, 2025 06:19:47 PM	0:12:23	95	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780156300	[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]	27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT 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 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
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651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		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 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780156300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 12:18:07 PM	27 Jun, 2025 12:45:23 PM	26 Jun, 2025 04:11:47 PM	0:16:35	100	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT 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 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		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 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651780213120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 12:44:23 PM	27 Jun, 2025 12:50:00 PM	26 Jun, 2025 07:33:01 PM	0:11:08	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT 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 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	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
651779937455	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455	CTE_Credit		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 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
651779937455	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 01:24:51 PM	27 Jun, 2025 01:41:24 PM	25 Jun, 2025 01:37:23 PM	0:11:53	95	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT 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 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		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 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
650811432992	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 01:33:57 PM	27 Jun, 2025 01:44:59 PM	20 Jun, 2025 08:58:16 PM	0:09:53	70	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT 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 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	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
651779639607	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
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651779639607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607			CTE_Credit		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 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779639607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	27 Jun, 2025 01:49:11 PM	27 Jun, 2025 01:54:47 PM	23 Jun, 2025 06:20:42 PM	0:12:06	95	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT 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 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		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 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651779818056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	27 Jun, 2025 01:24:52 PM	27 Jun, 2025 01:54:56 PM	24 Jun, 2025 06:18:29 PM	0:15:07	65	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT 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 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		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 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	100	External
651780247318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	27 Jun, 2025 01:58:01 PM	27 Jun, 2025 02:11:02 PM	26 Jun, 2025 09:48:27 PM	0:07:55	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
651780170151	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT 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 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		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 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
651780170151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 02:30:56 PM	27 Jun, 2025 02:37:37 PM	26 Jun, 2025 05:46:07 PM	0:12:42	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			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 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			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 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
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650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			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 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810614926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 03:23:04 PM	27 Jun, 2025 03:24:32 PM	16 Jun, 2025 12:38:23 PM	0:05:59	100	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	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
650810761975	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT 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 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
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650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
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650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
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650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		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 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810761975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 03:25:27 PM	27 Jun, 2025 03:29:57 PM	16 Jun, 2025 08:14:31 PM	0:04:08	90	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			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 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			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		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			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		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
650810137239			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 03:30:19 PM	27 Jun, 2025 03:34:25 PM	11 Jun, 2025 04:07:50 PM	0:04:12	100	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
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651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT 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 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 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
651779774494	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		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 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651779774494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 03:48:41 PM	27 Jun, 2025 03:52:44 PM	24 Jun, 2025 03:16:45 PM	0:13:12	95	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT 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 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		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 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780201318			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 04:22:39 PM	27 Jun, 2025 04:51:08 PM	26 Jun, 2025 06:51:26 PM	0:08:44	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT 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 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651780289826			CTE_Credit		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 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 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
651780289826	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	27 Jun, 2025 04:43:55 PM	27 Jun, 2025 04:54:51 PM	27 Jun, 2025 01:59:22 PM	0:12:54	100	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT 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 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		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 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651779753377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 05:12:33 PM	27 Jun, 2025 05:23:45 PM	24 Jun, 2025 02:08:53 PM	0:10:59	95	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT 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 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		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 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780290988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 05:23:32 PM	27 Jun, 2025 05:33:31 PM	27 Jun, 2025 02:03:19 PM	0:12:08	80	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	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
651780233951	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT 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 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		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 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780233951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 05:10:45 PM	27 Jun, 2025 06:08:42 PM	26 Jun, 2025 08:46:28 PM	0:11:59	100	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT 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 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
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651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
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651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		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 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780264585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 05:51:40 PM	27 Jun, 2025 06:19:23 PM	27 Jun, 2025 12:13:54 PM	0:15:57	80	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			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 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			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		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	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
651780344590	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
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651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			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		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780344590			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 06:13:22 PM	27 Jun, 2025 06:20:43 PM	27 Jun, 2025 05:12:58 PM	0:06:02	95	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT 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 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		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 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780161229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 06:19:48 PM	27 Jun, 2025 06:36:49 PM	26 Jun, 2025 05:18:01 PM	0:12:52	70	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		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		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		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		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
651780307036		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
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Master Contact	Agent Name	Team	Skill	[redacted]	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
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651780307036			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
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651780307036			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 Jun, 2025 06:33:36 PM	27 Jun, 2025 06:42:17 PM	27 Jun, 2025 02:58:37 PM	0:09:29	80	External
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651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
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651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
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651780228420			CTE_Credit		Alorica - CT 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 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
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651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
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651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
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651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
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651780228420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 06:49:53 PM	27 Jun, 2025 06:58:09 PM	26 Jun, 2025 08:19:57 PM	0:10:21	80	External
651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
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651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
651780214538			CTE_Credit		Alorica - CT 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 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
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651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
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651780214538			CTE_Credit		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 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
651780214538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 06:34:03 PM	27 Jun, 2025 06:58:14 PM	26 Jun, 2025 08:00:29 PM	0:12:53	90	External
651780244875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	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
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651780244875			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
651780244875			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
651780244875			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			27 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
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651780244875			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
651780244875			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
651780244875			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
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651780244875			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
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651780244875			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
651780244875			CTE_Credit	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 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
651780244875			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 12:48:15 PM	27 Jun, 2025 07:14:25 PM	26 Jun, 2025 09:33:56 PM	0:17:17	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
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651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT 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 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	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 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651779679994			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 07:31:39 PM	27 Jun, 2025 07:37:44 PM	23 Jun, 2025 08:40:22 PM	0:19:49	95	External
651780299922			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	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
651780299922	[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]	27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT 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 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		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 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780299922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 07:17:32 PM	27 Jun, 2025 07:43:51 PM	27 Jun, 2025 02:38:44 PM	0:15:26	80	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
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651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT 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 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
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651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		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 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780238037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 06:38:25 PM	27 Jun, 2025 07:58:22 PM	26 Jun, 2025 09:03:47 PM	0:11:17	75	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			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 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	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
651780377553	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			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 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
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651780377553			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 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
651780377553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 08:08:30 PM	27 Jun, 2025 08:24:15 PM	27 Jun, 2025 07:12:21 PM	0:15:27	100	External
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651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT 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 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		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 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780361655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 08:44:33 PM	27 Jun, 2025 08:47:14 PM	27 Jun, 2025 06:18:29 PM	0:14:53	100	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT 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 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	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
651780372137	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
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651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		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 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780372137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 08:28:13 PM	27 Jun, 2025 08:47:27 PM	27 Jun, 2025 06:56:33 PM	0:18:00	95	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
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651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT 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 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
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651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
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651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		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 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780314342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 08:10:16 PM	27 Jun, 2025 08:49:44 PM	27 Jun, 2025 03:27:56 PM	0:13:13	100	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			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		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			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		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			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		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780346531			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 08:54:34 PM	27 Jun, 2025 09:01:14 PM	27 Jun, 2025 05:18:25 PM	0:15:18	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	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
651780383717	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			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		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			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		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
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651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			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		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780383717			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 09:16:22 PM	27 Jun, 2025 09:20:10 PM	27 Jun, 2025 07:39:30 PM	0:23:48	95	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT 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 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		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 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780380233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 09:08:55 PM	27 Jun, 2025 09:29:49 PM	27 Jun, 2025 07:23:15 PM	0:14:51	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT 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 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	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
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651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		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 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 09:33:41 PM	27 Jun, 2025 09:47:24 PM	26 Jun, 2025 09:33:09 PM	0:13:58	90	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT 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 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		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 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780401114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 10:13:13 PM	27 Jun, 2025 10:39:19 PM	27 Jun, 2025 08:32:53 PM	0:13:28	95	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT 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 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	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
651780375555	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		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 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780375555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Jun, 2025 10:42:34 PM	27 Jun, 2025 11:11:36 PM	27 Jun, 2025 07:10:37 PM	0:12:52	80	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT 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 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		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 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780245108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jun, 2025 12:00:06 AM	28 Jun, 2025 12:25:22 AM	26 Jun, 2025 09:33:09 PM	0:13:58	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			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 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			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 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	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
651780059972	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			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 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780059972			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jun, 2025 12:48:12 AM	28 Jun, 2025 12:54:21 AM	25 Jun, 2025 08:42:50 PM	0:12:31	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT 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 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		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 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780388363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jun, 2025 01:08:23 AM	28 Jun, 2025 01:15:23 AM	27 Jun, 2025 07:54:32 PM	0:11:29	100	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT 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 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		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 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780205888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jun, 2025 05:39:26 PM	29 Jun, 2025 05:50:35 PM	26 Jun, 2025 07:09:18 PM	0:09:15	80	External
651780390924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jun, 2025 05:51:52 PM	29 Jun, 2025 05:59:48 PM	27 Jun, 2025 07:59:22 PM	0:10:09	85	External
651780390924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jun, 2025 05:51:52 PM	29 Jun, 2025 05:59:48 PM	27 Jun, 2025 07:59:22 PM	0:10:09	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
651780390924	[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 Jun, 2025 05:51:52 PM	29 Jun, 2025 05:59:48 PM	27 Jun, 2025 07:59:22 PM	0:10:09	85	External
651780390924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jun, 2025 05:51:52 PM	29 Jun, 2025 05:59:48 PM	27 Jun, 2025 07:59:22 PM	0:10:09	85	External
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651780390924			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 Jun, 2025 05:51:52 PM	29 Jun, 2025 05:59:48 PM	27 Jun, 2025 07:59:22 PM	0:10:09	85	External
651780390924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		29 Jun, 2025 05:51:52 PM	29 Jun, 2025 05:59:48 PM	27 Jun, 2025 07:59:22 PM	0:10:09	85	External
651780390924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jun, 2025 05:51:52 PM	29 Jun, 2025 05:59:48 PM	27 Jun, 2025 07:59:22 PM	0:10:09	85	External
651780390924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jun, 2025 05:51:52 PM	29 Jun, 2025 05:59:48 PM	27 Jun, 2025 07:59:22 PM	0:10:09	85	External
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651780102852			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jun, 2025 06:15:25 PM	29 Jun, 2025 06:22:51 PM	26 Jun, 2025 01:16:48 PM	0:14:02	95	External
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651780102852			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jun, 2025 06:15:25 PM	29 Jun, 2025 06:22:51 PM	26 Jun, 2025 01:16:48 PM	0:14:02	95	External
651780102852			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jun, 2025 06:15:25 PM	29 Jun, 2025 06:22:51 PM	26 Jun, 2025 01:16:48 PM	0:14:02	95	External
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651780102852			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 Jun, 2025 06:15:25 PM	29 Jun, 2025 06:22:51 PM	26 Jun, 2025 01:16:48 PM	0:14:02	95	External
651780102852			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jun, 2025 06:15:25 PM	29 Jun, 2025 06:22:51 PM	26 Jun, 2025 01:16:48 PM	0:14:02	95	External
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651780347457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jun, 2025 06:23:56 PM	29 Jun, 2025 06:31:30 PM	27 Jun, 2025 05:23:51 PM	0:15:31	100	External
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651780347457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jun, 2025 06:23:56 PM	29 Jun, 2025 06:31:30 PM	27 Jun, 2025 05:23:51 PM	0:15:31	100	External
651780347457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:23:56 PM	29 Jun, 2025 06:31:30 PM	27 Jun, 2025 05:23:51 PM	0:15:31	100	External
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651780347457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jun, 2025 06:23:56 PM	29 Jun, 2025 06:31:30 PM	27 Jun, 2025 05:23:51 PM	0:15:31	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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651780347457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jun, 2025 06:23:56 PM	29 Jun, 2025 06:31:30 PM	27 Jun, 2025 05:23:51 PM	0:15:31	100	External
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651780347457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jun, 2025 06:23:56 PM	29 Jun, 2025 06:31:30 PM	27 Jun, 2025 05:23:51 PM	0:15:31	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
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651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
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651780226359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jun, 2025 06:34:30 PM	29 Jun, 2025 06:42:12 PM	26 Jun, 2025 08:15:57 PM	0:15:46	100	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
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651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
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651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			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 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	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
651780403051	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			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 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780403051			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jun, 2025 06:44:08 PM	29 Jun, 2025 06:49:22 PM	27 Jun, 2025 08:41:32 PM	0:04:13	50	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			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 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			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 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			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 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780414266			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jun, 2025 06:51:02 PM	29 Jun, 2025 06:55:43 PM	27 Jun, 2025 09:28:59 PM	0:10:47	100	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT 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 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		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 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780384533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Jun, 2025 07:11:42 PM	29 Jun, 2025 07:18:09 PM	27 Jun, 2025 07:38:36 PM	0:14:07	75	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	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
651780365623	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			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 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			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 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			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 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780365623			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 12:06:19 AM	30 Jun, 2025 12:21:34 AM	27 Jun, 2025 06:30:24 PM	0:12:21	100	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT 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 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		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 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780328138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 12:51:44 AM	30 Jun, 2025 01:01:45 AM	27 Jun, 2025 04:12:03 PM	0:13:13	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			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 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			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 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780195740	[redacted]		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
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651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			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 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780195740			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 01:25:55 AM	30 Jun, 2025 01:40:07 AM	26 Jun, 2025 06:29:01 PM	0:06:50	95	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
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651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			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 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			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 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
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651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			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 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780328915			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 01:42:40 AM	30 Jun, 2025 01:48:51 AM	27 Jun, 2025 04:14:59 PM	0:09:38	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT 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 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	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
651780322172	[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 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		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 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780322172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 10:26:35 AM	30 Jun, 2025 10:33:20 AM	27 Jun, 2025 04:17:02 PM	0:12:32	100	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT 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 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		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 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780350702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 10:45:04 AM	30 Jun, 2025 10:54:50 AM	27 Jun, 2025 05:34:52 PM	0:11:17	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			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 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			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 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			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 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780385834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 10:40:28 AM	30 Jun, 2025 10:56:51 AM	27 Jun, 2025 07:41:24 PM	0:07:33	90	External
651780371369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	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
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT 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 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		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 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780371369		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 11:26:23 AM	30 Jun, 2025 11:27:23 AM	27 Jun, 2025 06:49:08 PM	0:11:22	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		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 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		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 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		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 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780042761		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 11:19:02 AM	30 Jun, 2025 11:40:20 AM	25 Jun, 2025 07:43:47 PM	0:16:05	100	External
651780418281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281		CTE_Credit		Alorica - CT 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 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780418281	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
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651780418281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281			CTE_Credit		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 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780418281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 11:28:18 AM	30 Jun, 2025 11:40:42 AM	27 Jun, 2025 09:57:07 PM	0:18:39	85	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT 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 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		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 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780358193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 11:46:51 AM	30 Jun, 2025 11:53:23 AM	27 Jun, 2025 06:09:53 PM	0:13:00	90	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT 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 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	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
651780340571	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit	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 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780340571			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 11:29:49 AM	30 Jun, 2025 11:57:31 AM	27 Jun, 2025 04:59:47 PM	0:15:53	95	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			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 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			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 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			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 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651780393188			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 11:48:25 AM	30 Jun, 2025 12:03:03 PM	27 Jun, 2025 08:04:51 PM	0:12:52	100	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT 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 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	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 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651779934632			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 12:07:46 PM	30 Jun, 2025 12:19:27 PM	25 Jun, 2025 01:23:29 PM	0:11:38	75	External
651780393464			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 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
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651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT 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 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
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651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		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 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780393464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 12:07:15 PM	30 Jun, 2025 12:31:47 PM	27 Jun, 2025 08:07:42 PM	0:15:37	95	External
651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			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 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
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651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
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651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
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651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			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 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780383838			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 12:25:51 PM	30 Jun, 2025 12:43:05 PM	27 Jun, 2025 07:36:32 PM	0:15:29	95	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
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651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT 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 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	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
651780320648	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
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651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
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651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
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651780320648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 12:35:29 PM	30 Jun, 2025 12:56:24 PM	27 Jun, 2025 03:49:18 PM	0:14:39	100	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT 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 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
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651780312447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 12:39:34 PM	30 Jun, 2025 01:03:20 PM	27 Jun, 2025 03:18:48 PM	0:08:56	90	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
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651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			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 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			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 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	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
651780362061	[redacted]		CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			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 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780362061			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 12:49:40 PM	30 Jun, 2025 01:09:13 PM	27 Jun, 2025 06:13:41 PM	0:09:25	85	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT 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 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	se	30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		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 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780328750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 01:46:33 PM	30 Jun, 2025 02:01:08 PM	27 Jun, 2025 04:15:45 PM	0:21:25	90	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			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 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			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 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	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
651780268527	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			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 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780268527			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 01:42:24 PM	30 Jun, 2025 02:03:19 PM	27 Jun, 2025 12:34:13 PM	0:10:48	100	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT 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 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		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 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780487041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 02:11:32 PM	30 Jun, 2025 02:24:28 PM	30 Jun, 2025 01:00:21 PM	0:10:45	95	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT 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 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		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 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780304037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 02:37:42 PM	30 Jun, 2025 02:48:10 PM	27 Jun, 2025 02:50:58 PM	0:08:49	100	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	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
651780407052	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT 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 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		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 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780407052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 03:06:27 PM	30 Jun, 2025 03:19:18 PM	27 Jun, 2025 08:58:33 PM	0:10:24	75	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT 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 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		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 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780121815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 03:01:12 PM	30 Jun, 2025 03:50:21 PM	26 Jun, 2025 02:13:50 PM	0:08:48	100	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			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 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			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 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	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
651780478606	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			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 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780478606			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 03:28:49 PM	30 Jun, 2025 04:09:39 PM	30 Jun, 2025 12:03:04 PM	0:08:19	65	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			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 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			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 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			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 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780530374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 04:03:31 PM	30 Jun, 2025 04:16:27 PM	30 Jun, 2025 02:49:51 PM	0:15:32	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT 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 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780507774	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		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 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780507774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 04:04:32 PM	30 Jun, 2025 04:19:39 PM	30 Jun, 2025 01:52:29 PM	0:10:39	85	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT 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 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
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651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		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 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780517182			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 04:07:04 PM	30 Jun, 2025 04:25:38 PM	30 Jun, 2025 02:16:13 PM	0:24:07	100	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT 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 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	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
651780528411	[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 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780528411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 04:32:32 PM	30 Jun, 2025 04:37:55 PM	30 Jun, 2025 02:45:52 PM	0:12:29	95	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT 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 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		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 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780525688			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 04:31:56 PM	30 Jun, 2025 04:44:05 PM	30 Jun, 2025 02:33:32 PM	0:08:58	80	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT 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 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		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 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651780295460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 04:49:02 PM	30 Jun, 2025 04:51:59 PM	27 Jun, 2025 02:18:15 PM	0:10:31	90	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	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
651779666148	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT 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 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		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 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651779666148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 04:34:24 PM	30 Jun, 2025 04:54:11 PM	23 Jun, 2025 07:44:54 PM	0:14:32	95	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT 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 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		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 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780556693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 04:46:36 PM	30 Jun, 2025 05:01:52 PM	30 Jun, 2025 03:56:46 PM	0:16:26	75	External
651780531273			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
651780531273			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
651780531273			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
651780531273			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
651780531273			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 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
651780531273			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
651780531273			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 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
651780531273			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	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
65178053127	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			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 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178053127			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Jun, 2025 04:50:11 PM	30 Jun, 2025 05:05:20 PM	30 Jun, 2025 02:48:58 PM	0:15:12	95	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT 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 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		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 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178055884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Jun, 2025 05:18:10 PM	30 Jun, 2025 05:22:18 PM	30 Jun, 2025 04:05:40 PM	0:14:48	90	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT 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 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
65178052119			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	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
651780521199	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
651780521199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
651780521199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
651780521199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
651780521199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
651780521199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
651780521199			CTE_Credit		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 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
651780521199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 05:39:34 PM	30 Jun, 2025 05:48:35 PM	30 Jun, 2025 02:24:43 PM	0:08:14	70	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT 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 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
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651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		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 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780354716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 05:59:39 PM	30 Jun, 2025 06:06:34 PM	27 Jun, 2025 05:48:34 PM	0:12:55	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT 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 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780538210	[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 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		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 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780538210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 06:20:47 PM	30 Jun, 2025 06:30:56 PM	30 Jun, 2025 03:09:41 PM	0:09:28	90	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT 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 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		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 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780414439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 06:36:25 PM	30 Jun, 2025 06:43:31 PM	27 Jun, 2025 09:30:47 PM	0:15:10	85	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT 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 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		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 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780575946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 06:21:39 PM	30 Jun, 2025 06:48:55 PM	30 Jun, 2025 04:54:58 PM	0:18:16	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 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
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651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:				30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			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 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			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 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
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651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
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651780604190			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 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604190			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 06:51:49 PM	30 Jun, 2025 07:21:34 PM	30 Jun, 2025 06:16:56 PM	0:14:30	95	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT 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 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
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651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		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 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780604619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 07:14:09 PM	30 Jun, 2025 07:32:15 PM	30 Jun, 2025 06:15:32 PM	0:19:31	85	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT 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 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	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
651780558412	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
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651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		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 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780558412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 07:26:52 PM	30 Jun, 2025 07:40:20 PM	30 Jun, 2025 04:05:54 PM	0:13:07	90	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT 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 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
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651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		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 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780588849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 07:40:30 PM	30 Jun, 2025 07:47:24 PM	30 Jun, 2025 05:27:42 PM	0:06:58	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			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 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			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 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	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
651780592817	[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 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			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 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780592817			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 07:52:24 PM	30 Jun, 2025 07:53:18 PM	30 Jun, 2025 05:43:54 PM	0:07:51	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT 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 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		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 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
651780603891			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 07:44:20 PM	30 Jun, 2025 07:54:59 PM	30 Jun, 2025 06:04:34 PM	0:11:11	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			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 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			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 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			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 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
650809977043			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 07:55:15 PM	30 Jun, 2025 07:55:51 PM	10 Jun, 2025 05:02:12 PM	0:04:36	100	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	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
651780555389	[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	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT 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 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		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 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
651780555389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Jun, 2025 07:59:49 PM	30 Jun, 2025 08:10:06 PM	30 Jun, 2025 03:56:44 PM	0:15:47	75	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT 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 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		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 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
650811178813			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Jun, 2025 08:18:09 PM	30 Jun, 2025 08:19:53 PM	19 Jun, 2025 02:50:34 PM	0:05:10	80	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT 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 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	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
651780581229	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		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 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780581229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 07:58:25 PM	30 Jun, 2025 08:26:33 PM	30 Jun, 2025 05:07:03 PM	0:20:23	65	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT 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 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		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 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780029408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 08:26:35 PM	30 Jun, 2025 08:27:21 PM	25 Jun, 2025 06:55:28 PM	0:05:54	90	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT 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 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780590096	[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 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		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 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780590096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 08:27:21 PM	30 Jun, 2025 08:33:37 PM	30 Jun, 2025 05:34:29 PM	0:14:53	55	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT 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 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		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 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780009117			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 08:46:15 PM	30 Jun, 2025 08:47:44 PM	25 Jun, 2025 05:38:30 PM	0:04:26	95	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT 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 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
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651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		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 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780629449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 08:45:36 PM	30 Jun, 2025 09:05:39 PM	30 Jun, 2025 07:21:13 PM	0:14:29	85	External
651780611267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	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
651780611267	[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 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT 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 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
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651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
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651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		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 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
651780611267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 09:12:28 PM	30 Jun, 2025 09:22:53 PM	30 Jun, 2025 06:30:20 PM	0:12:04	100	External
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651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT 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 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		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 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780568069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 09:22:21 PM	30 Jun, 2025 09:28:49 PM	30 Jun, 2025 04:32:17 PM	0:11:49	90	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		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 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		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 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	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
651780616495	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495			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 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780616495			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 09:43:39 PM	30 Jun, 2025 09:57:59 PM	30 Jun, 2025 07:13:12 PM	0:35:54	70	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			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 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			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 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			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 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780645051			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 09:53:12 PM	30 Jun, 2025 10:22:10 PM	30 Jun, 2025 08:05:23 PM	0:22:31	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT 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 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		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 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	100	External
651780578934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 10:22:40 PM	30 Jun, 2025 10:26:15 PM	30 Jun, 2025 04:58:03 PM	0:08:35	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
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT 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 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		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 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780677846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 10:29:14 PM	30 Jun, 2025 10:43:59 PM	30 Jun, 2025 10:04:05 PM	0:12:22	100	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT 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 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
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651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
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651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		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 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780639066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 10:49:31 PM	30 Jun, 2025 11:14:11 PM	30 Jun, 2025 07:54:09 PM	0:10:53	95	External
651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
651780640889			CTE_Credit		Alorica - CT 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 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	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
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651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
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651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
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651780640889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Jun, 2025 11:18:09 PM	30 Jun, 2025 11:29:27 PM	30 Jun, 2025 07:53:34 PM	0:12:07	100	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
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651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
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651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779984967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 12:31:22 AM	01 Jul, 2025 12:37:00 AM	25 Jun, 2025 04:10:37 PM	0:17:28	95	External
651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
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651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
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651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
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651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	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
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651779738325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651779738325		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 01:00:24 AM	01 Jul, 2025 01:09:56 AM	24 Jun, 2025 01:37:21 PM	0:06:23	70	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780619641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 01:37:39 AM	01 Jul, 2025 01:51:12 AM	30 Jun, 2025 06:59:55 PM	0:12:50	95	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780590052		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 01:46:54 AM	01 Jul, 2025 01:51:18 AM	30 Jun, 2025 05:34:08 PM	0:13:28	100	External
651780632227		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780632227	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 01:52:24 AM	01 Jul, 2025 02:02:50 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780632227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 02:03:20 AM	01 Jul, 2025 02:04:06 AM	30 Jun, 2025 07:27:26 PM	0:15:25	85	External
651780146019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	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
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651780146019	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 02:00:23 AM	01 Jul, 2025 02:11:55 AM	26 Jun, 2025 03:40:00 PM	0:17:56	95	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651779738323	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 02:27:00 AM	01 Jul, 2025 02:34:59 AM	24 Jun, 2025 01:12:52 PM	0:18:55	65	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	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		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	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		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS				01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810	CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		01 Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	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
651780389810	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810			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		Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780389810			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Jul, 2025 02:54:23 AM	01 Jul, 2025 03:00:42 AM	27 Jun, 2025 08:15:08 PM	0:16:05	95	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780662684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Jul, 2025 03:47:39 AM	01 Jul, 2025 03:54:44 AM	30 Jun, 2025 09:06:58 PM	0:11:15	55	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Jul, 2025 12:53:26 PM	01 Jul, 2025 12:58:03 PM	01 Jul, 2025 12:05:17 PM	0:17:22	95	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	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
651780697633	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780697633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 01:11:19 PM	01 Jul, 2025 01:15:47 PM	01 Jul, 2025 12:06:30 PM	0:12:37	100	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
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651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
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651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780708939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 01:31:31 PM	01 Jul, 2025 01:35:14 PM	01 Jul, 2025 12:56:20 PM	0:13:12	95	External
651780700083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	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
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	ye		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780700083		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 01:56:04 PM	01 Jul, 2025 02:05:52 PM	01 Jul, 2025 12:21:31 PM	0:16:16	100	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780714989		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 02:21:24 PM	01 Jul, 2025 02:30:46 PM	01 Jul, 2025 01:16:01 PM	0:09:26	80	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	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
651780698855	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780698855	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 02:15:02 PM	01 Jul, 2025 02:47:41 PM	01 Jul, 2025 12:09:29 PM	0:15:02	90	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780711802	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 02:42:52 PM	01 Jul, 2025 03:05:38 PM	01 Jul, 2025 01:08:40 PM	0:09:21	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	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
651780697571	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780697571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 03:41:16 PM	01 Jul, 2025 03:52:16 PM	01 Jul, 2025 12:07:52 PM	0:16:02	100	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780708932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 02:50:56 PM	01 Jul, 2025 04:01:16 PM	01 Jul, 2025 12:58:12 PM	0:19:29	65	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780753756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 04:04:19 PM	01 Jul, 2025 04:54:26 PM	01 Jul, 2025 03:17:04 PM	0:17:35	95	External
651780740983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	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
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780740983		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 05:32:11 PM	01 Jul, 2025 05:37:44 PM	01 Jul, 2025 02:34:15 PM	0:16:19	95	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780707899		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 06:02:47 PM	01 Jul, 2025 06:10:46 PM	01 Jul, 2025 12:49:44 PM	0:08:15	90	External
651780802680		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	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
651780802680	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780802680			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 06:14:32 PM	01 Jul, 2025 06:33:44 PM	01 Jul, 2025 05:24:58 PM	0:12:21	85	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780702725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 06:48:10 PM	01 Jul, 2025 06:53:55 PM	01 Jul, 2025 12:26:38 PM	0:09:51	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780821208		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780821208		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 06:38:32 PM	01 Jul, 2025 06:55:25 PM	01 Jul, 2025 06:21:53 PM	0:12:38	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
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651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
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651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
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651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780765808		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 06:56:21 PM	01 Jul, 2025 07:12:10 PM	01 Jul, 2025 03:41:31 PM	0:13:24	100	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780761983		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 08:54:56 PM	01 Jul, 2025 09:00:03 PM	01 Jul, 2025 03:30:45 PM	0:10:02	95	External
651780778801		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780778801	[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]	01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780778801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 10:43:52 PM	01 Jul, 2025 10:47:45 PM	01 Jul, 2025 04:17:11 PM	0:11:43	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780698128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Jul, 2025 11:10:59 PM	01 Jul, 2025 11:13:58 PM	01 Jul, 2025 12:05:51 PM	0:05:27	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT 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 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780706685	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		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 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780706685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 12:14:56 AM	02 Jul, 2025 12:17:22 AM	01 Jul, 2025 12:49:17 PM	0:14:09	95	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT 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 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		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 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780847861			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 10:21:39 AM	02 Jul, 2025 10:28:28 AM	01 Jul, 2025 07:38:11 PM	0:11:49	90	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT 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 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	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
651780713164	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 10:38:37 AM	02 Jul, 2025 10:44:50 AM	01 Jul, 2025 01:46:11 PM	0:09:01	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT 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 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		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 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780713609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 11:05:52 AM	02 Jul, 2025 11:09:14 AM	01 Jul, 2025 01:45:58 PM	0:08:18	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT 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 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		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 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780740589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 11:24:50 AM	02 Jul, 2025 11:28:54 AM	01 Jul, 2025 02:35:43 PM	0:11:25	100	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	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
651780701505	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT 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 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
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651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		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 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780701505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Jul, 2025 11:33:30 AM	02 Jul, 2025 12:07:28 PM	01 Jul, 2025 12:24:18 PM	0:11:43	95	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT 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 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
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651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
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651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		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 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780711478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Jul, 2025 11:56:21 AM	02 Jul, 2025 12:07:30 PM	01 Jul, 2025 01:04:06 PM	0:17:05	85	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT 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 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	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
651780906817	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		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 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780906817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 12:59:03 PM	02 Jul, 2025 01:21:38 PM	02 Jul, 2025 12:09:07 PM	0:09:38	100	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			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 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			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 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			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 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780794390			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 01:27:43 PM	02 Jul, 2025 01:40:50 PM	01 Jul, 2025 05:02:09 PM	0:10:18	90	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT 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 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	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
651780911001	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		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 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780911001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 01:33:10 PM	02 Jul, 2025 01:41:27 PM	02 Jul, 2025 12:27:35 PM	0:08:44	100	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			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 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			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 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			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 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780786579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 01:45:55 PM	02 Jul, 2025 02:25:20 PM	01 Jul, 2025 04:41:31 PM	0:13:24	50	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			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 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			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 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External

REDACTED

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
651780759377	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			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 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780759377			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Jul, 2025 03:43:24 PM	02 Jul, 2025 04:21:55 PM	01 Jul, 2025 03:23:13 PM	0:16:43	85	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT 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 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		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 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780931726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Jul, 2025 04:13:44 PM	02 Jul, 2025 04:46:27 PM	02 Jul, 2025 01:51:53 PM	0:16:31	90	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT 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 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		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 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780932959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Jul, 2025 04:49:04 PM	02 Jul, 2025 05:15:21 PM	02 Jul, 2025 01:57:03 PM	0:11:46	100	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	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
651780818815	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT 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 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		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 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780818815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 05:15:45 PM	02 Jul, 2025 05:23:03 PM	01 Jul, 2025 06:13:49 PM	0:06:28	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			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 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			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 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			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 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780721405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 05:22:59 PM	02 Jul, 2025 05:25:45 PM	01 Jul, 2025 01:37:15 PM	0:11:46	95	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT 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 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	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
651780713344	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		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 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780713344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 05:22:11 PM	02 Jul, 2025 07:08:38 PM	01 Jul, 2025 01:10:44 PM	0:20:34	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT 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 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		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 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780788067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 07:02:56 PM	02 Jul, 2025 07:13:46 PM	01 Jul, 2025 04:48:11 PM	0:10:41	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT 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 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780714105			CTE_Credit		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 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	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
651780714105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 07:17:05 PM	02 Jul, 2025 07:32:33 PM	01 Jul, 2025 01:12:35 PM	0:14:23	100	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT 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 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		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 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780937793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 07:18:43 PM	02 Jul, 2025 07:40:49 PM	02 Jul, 2025 02:11:11 PM	0:15:56	90	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT 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 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		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 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780711972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 08:37:24 PM	02 Jul, 2025 08:40:26 PM	01 Jul, 2025 01:06:04 PM	0:16:20	95	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	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
651780776230	[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]	02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
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651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
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651780776230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 09:24:19 PM	02 Jul, 2025 09:31:35 PM	01 Jul, 2025 04:12:32 PM	0:14:09	100	External
651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_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 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_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 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
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651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
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651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
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651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_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 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780804892			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 10:17:38 PM	02 Jul, 2025 10:22:00 PM	01 Jul, 2025 05:31:56 PM	0:09:02	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
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651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT 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 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
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651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
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651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651780756447	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		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 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780756447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jul, 2025 10:48:20 PM	02 Jul, 2025 10:52:59 PM	01 Jul, 2025 03:19:04 PM	0:12:09	95	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT 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 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		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 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780870441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 12:08:46 AM	03 Jul, 2025 12:21:10 AM	01 Jul, 2025 08:56:56 PM	0:09:49	75	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			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		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			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		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	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
651780953744			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		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780953744			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 01:40:49 PM	03 Jul, 2025 01:59:39 PM	02 Jul, 2025 02:53:24 PM	0:12:14	70	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			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 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			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 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			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 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651780945517			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 02:18:13 PM	03 Jul, 2025 02:36:17 PM	02 Jul, 2025 02:32:26 PM	0:23:57	100	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT 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 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
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651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
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651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	se	03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		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 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651781069605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 02:42:05 PM	03 Jul, 2025 03:12:46 PM	02 Jul, 2025 09:26:41 PM	0:19:26	90	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	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
651780917322	[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]	03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			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		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			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		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			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		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780917322			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 03:00:28 PM	03 Jul, 2025 03:13:46 PM	02 Jul, 2025 12:52:12 PM	0:13:07	80	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			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		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			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		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			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		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651780851914			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 03:19:45 PM	03 Jul, 2025 04:17:38 PM	01 Jul, 2025 07:51:29 PM	0:15:55	95	External
651781143404			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404			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 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404			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 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	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
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		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 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781143404		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 05:04:42 PM	03 Jul, 2025 05:11:08 PM	03 Jul, 2025 02:58:50 PM	0:10:04	85	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT 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 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		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 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781109175		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 05:58:44 PM	03 Jul, 2025 06:08:52 PM	03 Jul, 2025 01:12:13 PM	0:12:58	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT 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 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	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
651781153687	[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]	03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687			CTE_Credit		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 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651781153687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 06:40:11 PM	03 Jul, 2025 06:41:47 PM	03 Jul, 2025 03:32:07 PM	0:17:10	100	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			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 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			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 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			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 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780720544			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 06:58:57 PM	03 Jul, 2025 07:02:51 PM	01 Jul, 2025 01:38:23 PM	0:14:55	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT 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 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
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651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		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 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780828430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 07:22:46 PM	03 Jul, 2025 07:31:25 PM	01 Jul, 2025 06:43:48 PM	0:12:15	95	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	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
651780771486	[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]	03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT 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 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
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651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		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 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651780771486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 08:04:03 PM	03 Jul, 2025 08:08:11 PM	01 Jul, 2025 04:03:04 PM	0:16:50	90	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT 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 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		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 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781120421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 08:53:27 PM	03 Jul, 2025 08:57:54 PM	03 Jul, 2025 01:48:33 PM	0:15:05	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT 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 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	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
651781117301	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		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 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651781117301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 09:32:40 PM	03 Jul, 2025 09:41:19 PM	03 Jul, 2025 01:40:40 PM	0:10:17	85	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT 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 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		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 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651780858629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 10:44:57 PM	03 Jul, 2025 10:51:45 PM	01 Jul, 2025 08:15:00 PM	0:13:35	55	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT 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 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	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
651781236856	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		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 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651781236856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jul, 2025 11:40:25 PM	03 Jul, 2025 11:49:21 PM	03 Jul, 2025 08:09:33 PM	0:09:12	80	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
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651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT 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 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		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 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780921763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jul, 2025 12:22:31 AM	04 Jul, 2025 12:24:21 AM	02 Jul, 2025 01:11:20 PM	0:16:37	100	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	ed	07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT 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 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		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 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	80	External
651780925770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 10:36:47 AM	07 Jul, 2025 10:44:34 AM	02 Jul, 2025 01:27:15 PM	0:13:04	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
651781246330	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT 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 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		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 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781246330			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 10:46:12 AM	07 Jul, 2025 10:56:46 AM	03 Jul, 2025 08:51:41 PM	0:09:50	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT 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 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		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 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781230018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 11:05:11 AM	07 Jul, 2025 11:24:25 AM	03 Jul, 2025 07:47:51 PM	0:11:55	95	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT 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 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	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
651781146651	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		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 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651781146651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 11:14:15 AM	07 Jul, 2025 11:25:18 AM	03 Jul, 2025 03:07:16 PM	0:11:33	100	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT 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 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		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 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651780807495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 11:43:33 AM	07 Jul, 2025 11:48:57 AM	01 Jul, 2025 05:46:35 PM	0:12:05	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT 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 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	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
651781227155	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		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 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781227155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 11:26:20 AM	07 Jul, 2025 11:50:20 AM	03 Jul, 2025 07:38:31 PM	0:11:51	90	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT 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 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		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 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781238486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 12:20:38 PM	07 Jul, 2025 12:59:27 PM	03 Jul, 2025 08:15:09 PM	0:16:55	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			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		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			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		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			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		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	95	External
651781199319			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 12:48:55 PM	07 Jul, 2025 01:17:48 PM	03 Jul, 2025 05:54:07 PM	0:10:11	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
651781236869	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781236869			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 01:18:25 PM	07 Jul, 2025 01:29:07 PM	03 Jul, 2025 08:10:06 PM	0:10:35	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT 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 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		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 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781437697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 01:25:46 PM	07 Jul, 2025 01:37:02 PM	07 Jul, 2025 12:36:06 PM	0:08:41	90	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			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		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	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
651781253177	[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]	07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			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		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781253177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 01:36:04 PM	07 Jul, 2025 01:50:22 PM	03 Jul, 2025 09:14:01 PM	0:15:46	85	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT 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 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		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 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781117048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 01:52:32 PM	07 Jul, 2025 01:59:19 PM	03 Jul, 2025 01:37:59 PM	0:11:55	95	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT 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 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	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
651781213581	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		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 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651781213581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	07 Jul, 2025 01:26:30 PM	07 Jul, 2025 02:01:28 PM	03 Jul, 2025 06:51:29 PM	0:11:18	85	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT 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 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		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 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780930773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	07 Jul, 2025 02:14:50 PM	07 Jul, 2025 02:18:25 PM	02 Jul, 2025 01:48:25 PM	0:12:45	80	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
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651780999854			CTE_Credit		Alorica - CT 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 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
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651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	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
651780999854	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		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 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651780999854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 02:29:41 PM	07 Jul, 2025 02:36:29 PM	02 Jul, 2025 05:24:08 PM	0:14:35	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT 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 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		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 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781431685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 02:04:51 PM	07 Jul, 2025 02:37:02 PM	07 Jul, 2025 12:46:24 PM	0:11:11	95	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT 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 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		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 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781221156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 02:37:58 PM	07 Jul, 2025 02:44:56 PM	03 Jul, 2025 07:14:35 PM	0:11:36	80	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	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
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT 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 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		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 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781466723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 02:46:20 PM	07 Jul, 2025 02:56:07 PM	07 Jul, 2025 02:02:34 PM	0:10:28	95	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			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		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			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		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
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651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
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651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			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		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781233517			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 03:22:35 PM	07 Jul, 2025 03:37:37 PM	03 Jul, 2025 07:58:47 PM	0:22:50	75	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT 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 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	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
651781443613	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		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 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651781443613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 03:31:36 PM	07 Jul, 2025 03:41:08 PM	07 Jul, 2025 01:30:27 PM	0:11:01	65	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT 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 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
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651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		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 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651780977447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 03:51:30 PM	07 Jul, 2025 03:55:02 PM	02 Jul, 2025 04:09:31 PM	0:13:50	95	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT 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 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	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
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651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		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 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781484817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 03:55:12 PM	07 Jul, 2025 04:08:18 PM	07 Jul, 2025 02:44:59 PM	0:08:45	85	External
651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		Alorica - CT 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 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
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651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		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 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781509512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 04:24:07 PM	07 Jul, 2025 04:31:55 PM	07 Jul, 2025 03:51:04 PM	0:11:39	95	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT 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 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
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651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
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651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		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 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	External
651781518575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 04:42:37 PM	07 Jul, 2025 04:46:31 PM	07 Jul, 2025 04:13:05 PM	0:10:05	100	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
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT 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 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
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651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
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651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
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651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		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 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651781492515		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 04:38:11 PM	07 Jul, 2025 05:34:52 PM	07 Jul, 2025 03:08:23 PM	0:11:49	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT 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 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		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 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651780807222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 05:09:25 PM	07 Jul, 2025 05:50:16 PM	01 Jul, 2025 05:39:49 PM	0:09:58	65	External
651781503422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	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
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT 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 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		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 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781503422	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 05:42:35 PM	07 Jul, 2025 05:55:42 PM	07 Jul, 2025 03:32:17 PM	0:12:04	90	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT 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 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		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 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781521206	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 05:50:37 PM	07 Jul, 2025 06:01:53 PM	07 Jul, 2025 04:19:27 PM	0:06:32	100	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT 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 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		07 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	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
651781526289	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	7 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		7 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		7 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		7 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		7 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		7 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289			CTE_Credit		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 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781526289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		7 Jul, 2025 05:26:32 PM	07 Jul, 2025 06:05:53 PM	07 Jul, 2025 05:02:05 PM	0:15:46	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT 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 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		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 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781463886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		7 Jul, 2025 05:55:30 PM	07 Jul, 2025 06:07:47 PM	07 Jul, 2025 01:56:01 PM	0:11:12	80	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT 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 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		7 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	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
651781516912	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	07 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		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 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781516912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 06:08:30 PM	07 Jul, 2025 06:13:57 PM	07 Jul, 2025 04:04:09 PM	0:10:33	95	External
651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				07 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		Alorica - CT 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 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
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651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		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 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781552508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 06:08:20 PM	07 Jul, 2025 06:31:07 PM	07 Jul, 2025 05:46:16 PM	0:16:32	60	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT 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 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
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651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	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
651781514163	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		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 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781514163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 06:36:35 PM	07 Jul, 2025 07:16:58 PM	07 Jul, 2025 03:58:27 PM	0:13:25	90	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
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651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT 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 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
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651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		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 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781507788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 07:23:42 PM	07 Jul, 2025 07:39:07 PM	07 Jul, 2025 03:40:23 PM	0:12:41	100	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			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		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			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		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			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		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781169754			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 07:34:28 PM	07 Jul, 2025 07:46:11 PM	03 Jul, 2025 04:18:55 PM	0:16:23	95	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	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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651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT 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 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		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 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781428543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 07:47:23 PM	07 Jul, 2025 07:58:20 PM	07 Jul, 2025 12:21:32 PM	0:06:51	100	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT 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 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		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 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781544265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 08:00:22 PM	07 Jul, 2025 08:02:26 PM	07 Jul, 2025 05:20:19 PM	0:12:53	80	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT 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 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	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
651781535310	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		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 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781535310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 07:59:53 PM	07 Jul, 2025 08:12:34 PM	07 Jul, 2025 05:25:09 PM	0:08:36	85	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT 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 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		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 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781442221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 08:03:24 PM	07 Jul, 2025 08:16:50 PM	07 Jul, 2025 01:28:44 PM	0:09:23	90	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT 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 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	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
651781236634	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781236634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 08:10:33 PM	07 Jul, 2025 08:20:38 PM	03 Jul, 2025 08:08:04 PM	0:08:17	95	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT 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 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		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 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
651781451043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 07:40:22 PM	07 Jul, 2025 08:20:45 PM	07 Jul, 2025 01:41:38 PM	0:16:09	90	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT 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 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		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 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861579907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 08:17:12 PM	07 Jul, 2025 08:26:57 PM	07 Jul, 2025 07:02:05 PM	0:13:12	80	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	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
676861557344	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT 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 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		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 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861557344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jul, 2025 08:48:25 PM	07 Jul, 2025 08:55:50 PM	07 Jul, 2025 05:53:31 PM	0:05:50	90	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
676861631145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 10:16:11 AM	08 Jul, 2025 10:27:46 AM	07 Jul, 2025 09:34:53 PM	0:12:14	85	External
651780921548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
651780921548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
651780921548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
651780921548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
651780921548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
651780921548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
651780921548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	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
65178092154	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178092154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 10:47:56 AM	08 Jul, 2025 10:54:16 AM	02 Jul, 2025 01:11:35 PM	0:17:49	85	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
65178148061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 11:23:36 AM	08 Jul, 2025 11:41:14 AM	07 Jul, 2025 02:46:03 PM	0:17:59	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
67686156966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External

Master Contact	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
676861569660	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
676861569660	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
676861569660	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
676861569660	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
676861569660	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 11:54:19 AM	08 Jul, 2025 11:55:20 AM	07 Jul, 2025 06:27:48 PM	0:08:33	100	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861580848	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 11:50:42 AM	08 Jul, 2025 12:16:53 PM	07 Jul, 2025 07:05:41 PM	0:13:57	75	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
676861607559	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	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
676861607559	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	08 Jul, 2025 12:21:38 PM	08 Jul, 2025 12:26:36 PM	07 Jul, 2025 08:12:20 PM	0:09:45	60	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
651780977048			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		08 Jul, 2025 12:22:06 PM	08 Jul, 2025 12:33:14 PM	02 Jul, 2025 04:07:46 PM	0:33:54	85	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
676861609770			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 12:27:33 PM	08 Jul, 2025 12:41:16 PM	07 Jul, 2025 08:19:08 PM	0:12:18	100	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	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
651781247003	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781247003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 12:43:06 PM	08 Jul, 2025 12:49:55 PM	03 Jul, 2025 08:57:35 PM	0:08:42	95	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
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651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
651781510301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 12:28:46 PM	08 Jul, 2025 12:55:55 PM	07 Jul, 2025 03:46:04 PM	0:11:15	90	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
676861628884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 12:59:09 PM	08 Jul, 2025 01:03:38 PM	07 Jul, 2025 09:21:04 PM	0:13:05	95	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	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
651781427680	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
651781427680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 01:20:09 PM	08 Jul, 2025 01:24:50 PM	07 Jul, 2025 12:04:57 PM	0:12:57	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
676861584094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 01:18:24 PM	08 Jul, 2025 01:26:50 PM	07 Jul, 2025 07:08:42 PM	0:10:02	100	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781445974	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781445974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 01:15:45 PM	08 Jul, 2025 01:27:08 PM	07 Jul, 2025 01:31:21 PM	0:10:09	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781470206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 12:56:49 PM	08 Jul, 2025 01:45:07 PM	07 Jul, 2025 02:11:06 PM	0:20:22	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	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
651781489984	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
651781489984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 01:43:11 PM	08 Jul, 2025 01:48:38 PM	07 Jul, 2025 02:55:21 PM	0:10:34	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
676861635706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 01:30:41 PM	08 Jul, 2025 01:56:40 PM	07 Jul, 2025 09:49:58 PM	0:13:04	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
651781429351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 02:03:50 PM	08 Jul, 2025 02:07:24 PM	07 Jul, 2025 12:39:04 PM	0:13:34	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	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
676861637180	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
676861637180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 02:04:13 PM	08 Jul, 2025 02:19:42 PM	07 Jul, 2025 09:55:54 PM	0:16:55	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
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651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
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651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
651781507899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 02:30:38 PM	08 Jul, 2025 02:49:22 PM	07 Jul, 2025 03:43:00 PM	0:13:27	95	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	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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676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
676861637561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 02:41:04 PM	08 Jul, 2025 02:52:40 PM	07 Jul, 2025 09:54:16 PM	0:18:35	65	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
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651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
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651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
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651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
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651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
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651781101349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 02:52:20 PM	08 Jul, 2025 02:53:18 PM	03 Jul, 2025 12:34:09 PM	0:14:37	100	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
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676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	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
676861688311	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861688311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 02:47:49 PM	08 Jul, 2025 02:54:26 PM	08 Jul, 2025 02:11:10 PM	0:09:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
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676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
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676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
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676861561023			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 03:04:17 PM	08 Jul, 2025 03:18:15 PM	07 Jul, 2025 06:02:53 PM	0:13:41	95	External
651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
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651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
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651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
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651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 PM	0:13:29	100	External
651781230709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 01:37:05 PM	08 Jul, 2025 03:26:07 PM	03 Jul, 2025 07:51:40 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
676861616866	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
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676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
676861616866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		08 Jul, 2025 03:10:44 PM	08 Jul, 2025 03:26:15 PM	07 Jul, 2025 08:39:21 PM	0:15:19	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
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651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
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651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
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651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
651781523927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		08 Jul, 2025 03:32:14 PM	08 Jul, 2025 03:35:33 PM	07 Jul, 2025 04:23:53 PM	0:03:59	100	External
676861689410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	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
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861689410		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 03:37:38 PM	08 Jul, 2025 03:41:35 PM	08 Jul, 2025 02:11:38 PM	0:11:43	100	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
676861694319		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 03:31:51 PM	08 Jul, 2025 03:53:28 PM	08 Jul, 2025 02:32:14 PM	0:13:22	85	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
651781251844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	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
65178125184	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
65178125184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
65178125184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
65178125184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
65178125184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
65178125184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 03:26:27 PM	08 Jul, 2025 03:56:44 PM	03 Jul, 2025 09:08:20 PM	0:08:22	80	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686165894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 03:57:43 PM	08 Jul, 2025 04:00:34 PM	08 Jul, 2025 12:16:08 PM	0:09:35	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686157474			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 04:00:54 PM	08 Jul, 2025 04:13:43 PM	07 Jul, 2025 06:43:20 PM	0:15:42	100	External
67686168801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
67686168801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	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
676861688016	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861688016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 04:14:17 PM	08 Jul, 2025 04:24:02 PM	08 Jul, 2025 02:12:09 PM	0:12:31	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
676861602950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 02:54:19 PM	08 Jul, 2025 04:25:49 PM	07 Jul, 2025 07:59:19 PM	0:13:27	70	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	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
651780996582	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
651780996582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 04:18:19 PM	08 Jul, 2025 04:27:10 PM	02 Jul, 2025 05:07:19 PM	0:10:29	95	External
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651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
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651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
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651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
651781170836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		08 Jul, 2025 04:17:19 PM	08 Jul, 2025 04:28:55 PM	03 Jul, 2025 04:26:03 PM	0:11:21	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	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
676861691079	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861691079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Jul, 2025 05:32:12 PM	08 Jul, 2025 05:38:16 PM	08 Jul, 2025 02:18:08 PM	0:06:50	95	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
676861629775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Jul, 2025 05:54:40 PM	08 Jul, 2025 06:00:58 PM	07 Jul, 2025 09:27:55 PM	0:11:11	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
651781542689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	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
65178154268	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
65178154268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
65178154268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
65178154268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 04:33:40 PM	08 Jul, 2025 06:27:28 PM	07 Jul, 2025 05:18:59 PM	0:09:42	90	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686173372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 06:27:15 PM	08 Jul, 2025 06:35:06 PM	08 Jul, 2025 04:27:53 PM	0:15:30	50	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686167881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 07:01:56 PM	08 Jul, 2025 07:07:00 PM	08 Jul, 2025 01:43:57 PM	0:08:58	90	External
67686172803			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
67686172803			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
67686172803			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
67686172803			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	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
676861728035	[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]	08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861728035			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 07:09:37 PM	08 Jul, 2025 07:52:38 PM	08 Jul, 2025 04:10:36 PM	0:16:17	95	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861741101			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 07:39:44 PM	08 Jul, 2025 07:52:53 PM	08 Jul, 2025 04:50:31 PM	0:13:05	60	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	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
676861759718	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861759718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Jul, 2025 07:52:50 PM	08 Jul, 2025 08:10:56 PM	08 Jul, 2025 05:53:05 PM	0:20:16	85	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT 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 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		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 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861592583			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 11:31:14 AM	09 Jul, 2025 11:38:28 AM	07 Jul, 2025 07:34:29 PM	0:16:51	75	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861797224	[redacted]		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
676861797224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 11:30:49 AM	09 Jul, 2025 11:41:07 AM	08 Jul, 2025 07:52:22 PM	0:11:55	90	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT 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 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		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 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781433756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 12:20:39 PM	09 Jul, 2025 12:24:56 PM	07 Jul, 2025 12:56:33 PM	0:08:58	100	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT 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 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781439888		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888		CTE_Credit		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 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
651781439888		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 12:44:39 PM	09 Jul, 2025 12:50:45 PM	07 Jul, 2025 01:23:50 PM	0:17:04	90	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT 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 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
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676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
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676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		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 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861784312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 12:45:05 PM	09 Jul, 2025 12:51:27 PM	08 Jul, 2025 07:10:44 PM	0:07:10	75	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		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		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		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		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		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		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861773969		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:03:13 PM	09 Jul, 2025 01:04:36 PM	08 Jul, 2025 06:37:12 PM	0:23:27	95	External
676861747133		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	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
676861747133	[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 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT 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 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		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 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
676861747133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:05:57 PM	09 Jul, 2025 01:14:32 PM	08 Jul, 2025 05:09:52 PM	0:21:13	95	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT 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 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		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 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
651781465379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:06:18 PM	09 Jul, 2025 01:16:19 PM	07 Jul, 2025 01:57:42 PM	0:12:16	70	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT 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 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	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
676861616415	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		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 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861616415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:13:59 PM	09 Jul, 2025 01:22:31 PM	07 Jul, 2025 08:39:06 PM	0:14:53	90	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT 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 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		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 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861802924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:23:24 PM	09 Jul, 2025 01:26:03 PM	08 Jul, 2025 08:14:07 PM	0:18:49	100	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT 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 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	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
676861601223	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		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 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861601223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:19:11 PM	09 Jul, 2025 01:29:16 PM	07 Jul, 2025 07:54:50 PM	0:15:26	90	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT 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 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		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 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861570271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:30:20 PM	09 Jul, 2025 01:33:02 PM	07 Jul, 2025 06:29:56 PM	0:07:23	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT 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 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
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676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
676861825881			CTE_Credit		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 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	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
676861825881	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:28:18 PM	09 Jul, 2025 01:44:11 PM	08 Jul, 2025 09:43:19 PM	0:14:26	95	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT 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 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		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 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
651781492519	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 03:29:59 PM	09 Jul, 2025 04:07:48 PM	07 Jul, 2025 03:01:20 PM	0:14:56	85	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT 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 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		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 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861813050	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 03:58:46 PM	09 Jul, 2025 04:10:23 PM	08 Jul, 2025 08:45:50 PM	0:10:47	100	External
676861715507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	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
676861715507	[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]	09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT 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 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		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 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861715507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:44:19 PM	09 Jul, 2025 04:13:05 PM	08 Jul, 2025 03:29:36 PM	0:05:17	65	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT 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 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		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 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
676861790218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 01:40:10 PM	09 Jul, 2025 04:22:17 PM	08 Jul, 2025 07:35:04 PM	0:17:28	95	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			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 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			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 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	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
651780987023	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			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 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
651780987023			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 04:28:06 PM	09 Jul, 2025 04:51:03 PM	02 Jul, 2025 04:39:29 PM	0:10:07	85	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT 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 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		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 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861863205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 04:36:33 PM	09 Jul, 2025 05:05:14 PM	09 Jul, 2025 01:10:31 PM	0:11:59	75	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT 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 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	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
676861807612	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		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 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
676861807612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 05:02:12 PM	09 Jul, 2025 05:08:08 PM	08 Jul, 2025 08:30:21 PM	0:10:32	90	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT 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 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		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 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
651781066214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 04:30:27 PM	09 Jul, 2025 05:14:24 PM	02 Jul, 2025 09:16:00 PM	0:13:38	80	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT 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 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		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 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	External
676861602216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 05:41:00 PM	09 Jul, 2025 05:52:39 PM	07 Jul, 2025 07:56:57 PM	0:08:23	50	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
676861934164	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			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 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			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 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			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 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861934164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 06:13:48 PM	09 Jul, 2025 06:29:00 PM	09 Jul, 2025 04:54:47 PM	0:11:05	80	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT 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 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		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 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861938379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 06:48:08 PM	09 Jul, 2025 06:55:11 PM	09 Jul, 2025 05:07:28 PM	0:08:15	100	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	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
676861924967	[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	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		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 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861924967			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Jul, 2025 05:29:33 PM	09 Jul, 2025 07:15:14 PM	09 Jul, 2025 04:22:51 PM	0:17:35	95	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT 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 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		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 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
676861622820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Jul, 2025 07:13:29 PM	09 Jul, 2025 07:21:55 PM	07 Jul, 2025 09:00:36 PM	0:11:59	85	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT 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 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	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
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651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
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651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		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 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
651781447485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 07:35:26 PM	09 Jul, 2025 07:38:34 PM	07 Jul, 2025 01:09:47 PM	0:12:26	100	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
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676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			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 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			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 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			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 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861871295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 07:24:09 PM	09 Jul, 2025 07:49:15 PM	09 Jul, 2025 01:34:40 PM	0:15:41	95	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT 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 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questio	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861741850	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		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 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861741850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jul, 2025 07:51:08 PM	09 Jul, 2025 08:01:01 PM	08 Jul, 2025 04:55:21 PM	0:09:28	85	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			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 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			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 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			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 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676861978752			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 09:24:10 AM	10 Jul, 2025 09:34:25 AM	09 Jul, 2025 07:14:09 PM	0:11:03	100	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			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 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			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 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			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 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676862000103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 09:35:55 AM	10 Jul, 2025 09:50:36 AM	09 Jul, 2025 08:27:59 PM	0:11:46	85	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	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
676861973908	[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]	10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			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 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			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 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			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 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861973908			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 09:52:14 AM	10 Jul, 2025 10:06:02 AM	09 Jul, 2025 06:59:51 PM	0:10:49	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT 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 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		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 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861801024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 10:18:35 AM	10 Jul, 2025 10:22:43 AM	08 Jul, 2025 08:23:39 PM	0:11:28	95	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			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 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			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 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	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
676861802894	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			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 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861802894			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 10:33:22 AM	10 Jul, 2025 11:00:26 AM	08 Jul, 2025 08:10:32 PM	0:14:03	85	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT 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 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		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 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861669442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 10:58:02 AM	10 Jul, 2025 11:05:36 AM	08 Jul, 2025 01:06:35 PM	0:12:15	95	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT 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 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	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
676861852561	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		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 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861852561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 11:16:30 AM	10 Jul, 2025 11:27:23 AM	09 Jul, 2025 12:08:39 PM	0:10:51	65	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT 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 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		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 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861938471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 11:53:42 AM	10 Jul, 2025 12:12:23 PM	09 Jul, 2025 05:07:05 PM	0:14:40	80	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT 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 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	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
676861875153	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		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 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861875153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 01:12:07 PM	10 Jul, 2025 01:19:41 PM	09 Jul, 2025 01:51:45 PM	0:11:02	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			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 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			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 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			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 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861865526			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 01:16:40 PM	10 Jul, 2025 01:27:22 PM	09 Jul, 2025 01:14:53 PM	0:06:44	95	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT 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 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		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 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861657349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 01:34:36 PM	10 Jul, 2025 01:37:39 PM	08 Jul, 2025 12:04:37 PM	0:11:14	100	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 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
676861864554	[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]	10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT 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 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		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 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676861864554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 01:49:53 PM	10 Jul, 2025 01:53:41 PM	09 Jul, 2025 01:14:10 PM	0:09:43	95	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT 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 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		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 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676862047180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 02:10:45 PM	10 Jul, 2025 02:22:44 PM	10 Jul, 2025 12:26:10 PM	0:09:39	85	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			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 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			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 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	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
676861961667	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			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 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861961667			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 02:30:34 PM	10 Jul, 2025 02:51:02 PM	09 Jul, 2025 06:18:13 PM	0:10:04	95	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT 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 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		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 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676861657293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 02:50:16 PM	10 Jul, 2025 02:55:00 PM	08 Jul, 2025 12:04:32 PM	0:13:15	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT 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 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	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
676862056257	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		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 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676862056257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 03:05:26 PM	10 Jul, 2025 03:16:25 PM	10 Jul, 2025 01:10:39 PM	0:09:29	100	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT 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 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		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 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861965199			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 03:03:10 PM	10 Jul, 2025 03:28:18 PM	09 Jul, 2025 06:32:56 PM	0:07:44	65	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT 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 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	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
676861789291		CTE_Credit		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 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861789291		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 03:26:21 PM	10 Jul, 2025 03:34:17 PM	08 Jul, 2025 07:57:53 PM	0:25:55	90	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT 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 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		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 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861942411		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 03:14:42 PM	10 Jul, 2025 03:53:06 PM	09 Jul, 2025 05:17:25 PM	0:05:02	60	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT 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 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		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 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676861882618		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 03:51:24 PM	10 Jul, 2025 04:04:15 PM	09 Jul, 2025 02:50:50 PM	0:11:00	100	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	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
676862066431	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT 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 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		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 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676862066431		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 04:03:24 PM	10 Jul, 2025 04:07:26 PM	10 Jul, 2025 01:49:23 PM	0:14:25	95	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT 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 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		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 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676861903452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 04:21:35 PM	10 Jul, 2025 04:23:25 PM	09 Jul, 2025 03:19:38 PM	0:13:23	100	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		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 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		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 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 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
676862003485	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485			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 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862003485			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 04:20:23 PM	10 Jul, 2025 04:29:27 PM	09 Jul, 2025 08:53:58 PM	0:10:41	95	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT 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 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		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 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
676862061226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 04:18:25 PM	10 Jul, 2025 04:30:58 PM	10 Jul, 2025 01:31:17 PM	0:09:01	75	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT 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 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
651781484347			CTE_Credit		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 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	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
651781484347	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	10 Jul, 2025 05:20:07 PM	10 Jul, 2025 05:22:39 PM	07 Jul, 2025 03:03:58 PM	0:08:41	95	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			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 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			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 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			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 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676861994059			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 05:58:23 PM	10 Jul, 2025 06:01:05 PM	09 Jul, 2025 08:04:27 PM	0:19:29	90	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT 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 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		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 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862099123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 06:18:05 PM	10 Jul, 2025 06:29:17 PM	10 Jul, 2025 03:33:48 PM	0:09:49	85	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			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 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	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
676862118187	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			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 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			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 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Jul, 2025 06:27:57 PM	10 Jul, 2025 06:30:17 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			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	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			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	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			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	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861586561			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Jul, 2025 06:29:27 PM	10 Jul, 2025 06:40:26 PM	07 Jul, 2025 07:14:18 PM	0:13:30	75	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT 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 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861954324	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		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 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676861954324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 06:38:01 PM	10 Jul, 2025 07:01:28 PM	09 Jul, 2025 05:55:28 PM	0:19:40	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862104845			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		10 Jul, 2025 06:36:44 PM	10 Jul, 2025 07:05:09 PM	10 Jul, 2025 04:30:52 PM	0:09:04	100	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_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 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_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 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_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 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676862079848			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 06:19:39 PM	10 Jul, 2025 07:14:56 PM	10 Jul, 2025 02:59:36 PM	0:07:19	95	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT 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 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	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
676861875999	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		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 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676861875999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 07:03:54 PM	10 Jul, 2025 07:18:35 PM	09 Jul, 2025 01:52:23 PM	0:10:30	85	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862078008			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		10 Jul, 2025 07:17:36 PM	10 Jul, 2025 07:27:43 PM	10 Jul, 2025 02:49:21 PM	0:08:40	90	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT 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 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		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 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862009721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 07:24:01 PM	10 Jul, 2025 07:42:35 PM	09 Jul, 2025 09:07:27 PM	0:12:49	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	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
676862109565	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_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 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_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 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_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 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862109565			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 07:34:37 PM	10 Jul, 2025 07:42:47 PM	10 Jul, 2025 04:43:47 PM	0:08:33	100	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_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 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_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 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_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 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862107747			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 07:21:40 PM	10 Jul, 2025 07:46:57 PM	10 Jul, 2025 04:40:42 PM	0:10:49	50	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1			10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	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
676862101984	[redacted]	[redacted]	CTE_Res_Billing	[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 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT 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 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		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 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862101984			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 07:58:33 PM	10 Jul, 2025 08:06:00 PM	10 Jul, 2025 04:11:54 PM	0:07:44	95	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT 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 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		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 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862140561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 08:13:21 PM	10 Jul, 2025 08:19:12 PM	10 Jul, 2025 05:54:54 PM	0:11:51	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT 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 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	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
676862132278	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		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 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jul, 2025 09:03:57 PM	10 Jul, 2025 09:09:50 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			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 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			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 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			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 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862203090			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 09:46:36 AM	11 Jul, 2025 09:47:29 AM	10 Jul, 2025 10:13:16 PM	0:10:50	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT 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 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
676862088511			CTE_Credit		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 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862088511	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	11 Jul, 2025 09:56:44 AM	11 Jul, 2025 10:07:22 AM	10 Jul, 2025 02:58:22 PM	0:11:19	100	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT 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 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		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 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
651781427871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 10:10:43 AM	11 Jul, 2025 10:16:09 AM	07 Jul, 2025 12:23:28 PM	0:12:00	85	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT 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 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		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 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862148474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 10:29:10 AM	11 Jul, 2025 10:35:31 AM	10 Jul, 2025 06:21:18 PM	0:11:02	95	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	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
676862056545	[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]	11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT 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 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		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 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862056545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 11:16:03 AM	11 Jul, 2025 11:33:29 AM	10 Jul, 2025 01:08:06 PM	0:07:33	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT 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 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		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 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862048507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 11:38:13 AM	11 Jul, 2025 11:49:31 AM	10 Jul, 2025 12:31:26 PM	0:10:29	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			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		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			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 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	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
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			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 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862045147			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 12:28:17 PM	11 Jul, 2025 12:29:38 PM	10 Jul, 2025 12:14:08 PM	0:09:20	100	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			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		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			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		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			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		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862179960			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 12:33:21 PM	11 Jul, 2025 12:38:02 PM	10 Jul, 2025 08:09:42 PM	0:07:50	90	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT 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 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	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
676862176829	[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]	11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 12:28:22 PM	11 Jul, 2025 12:38:37 PM	10 Jul, 2025 08:00:22 PM	0:18:08	75	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT 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 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		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 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862176183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 12:20:58 PM	11 Jul, 2025 12:41:55 PM	10 Jul, 2025 08:02:10 PM	0:16:54	95	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			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 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			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 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			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 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	90	External
676862118187			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 12:54:03 PM	11 Jul, 2025 01:00:07 PM	10 Jul, 2025 04:40:20 PM	0:15:48	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
676862127079	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			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 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			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 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			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 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862127079			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 12:35:53 PM	11 Jul, 2025 01:08:18 PM	10 Jul, 2025 05:12:54 PM	0:20:23	90	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			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 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			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 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			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 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862166908			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 01:10:22 PM	11 Jul, 2025 01:21:11 PM	10 Jul, 2025 08:08:46 PM	0:15:37	95	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	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
676862176320	[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 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		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 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862176320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 12:47:15 PM	11 Jul, 2025 01:22:30 PM	10 Jul, 2025 07:57:51 PM	0:18:00	90	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT 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 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		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 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 01:23:01 PM	11 Jul, 2025 01:29:46 PM	10 Jul, 2025 07:50:35 PM	0:22:09	75	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	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
676862180324	[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 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT 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 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		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 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862180324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 01:21:43 PM	11 Jul, 2025 01:48:38 PM	10 Jul, 2025 08:13:33 PM	0:34:35	90	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT 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 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		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 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862165543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 01:59:25 PM	11 Jul, 2025 02:07:38 PM	10 Jul, 2025 07:22:11 PM	0:14:09	85	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT 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 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	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
676862132278	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		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 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862132278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 01:24:08 PM	11 Jul, 2025 02:10:16 PM	10 Jul, 2025 05:26:45 PM	0:16:10	90	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			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 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			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 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			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 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862183519			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 02:01:14 PM	11 Jul, 2025 02:29:04 PM	10 Jul, 2025 08:25:40 PM	0:33:43	80	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT 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 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	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
676862180523	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		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 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862180523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 02:07:03 PM	11 Jul, 2025 02:38:05 PM	10 Jul, 2025 08:43:01 PM	0:19:37	70	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT 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 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		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 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862176174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 02:42:59 PM	11 Jul, 2025 02:47:09 PM	10 Jul, 2025 07:57:42 PM	0:13:38	90	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT 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 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	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
676862157066	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		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 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862157066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 02:07:25 PM	11 Jul, 2025 02:47:28 PM	10 Jul, 2025 06:56:20 PM	0:27:57	95	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT 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 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		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 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862177653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 02:12:44 PM	11 Jul, 2025 02:53:13 PM	10 Jul, 2025 08:04:36 PM	0:21:47	60	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT 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 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	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
676862174155	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		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 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862174155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 02:55:44 PM	11 Jul, 2025 03:01:16 PM	10 Jul, 2025 07:49:57 PM	0:13:00	80	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT 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 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		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 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862159649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 02:54:42 PM	11 Jul, 2025 03:12:05 PM	10 Jul, 2025 07:00:18 PM	0:14:58	90	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			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 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			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 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	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
676862127144	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			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 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862127144			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 03:08:55 PM	11 Jul, 2025 03:14:02 PM	10 Jul, 2025 05:08:03 PM	0:14:06	95	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT 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 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		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 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862179296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 03:22:16 PM	11 Jul, 2025 03:57:24 PM	10 Jul, 2025 08:10:26 PM	0:18:05	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			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 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			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 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			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 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862264493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 03:57:07 PM	11 Jul, 2025 04:00:56 PM	11 Jul, 2025 02:57:40 PM	0:28:06	90	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	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
676862020549	[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]	11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			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		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			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 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			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 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862020549			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 03:51:42 PM	11 Jul, 2025 04:21:06 PM	09 Jul, 2025 09:50:13 PM	0:09:53	60	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676862245495			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Jul, 2025 03:27:17 PM	11 Jul, 2025 04:21:35 PM	11 Jul, 2025 02:02:36 PM	0:06:23	100	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			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		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			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 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	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
676861637937	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			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 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676861637937			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 04:28:40 PM	11 Jul, 2025 05:30:04 PM	07 Jul, 2025 09:55:29 PM	0:12:12	90	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT 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 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		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 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862160146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 05:44:36 PM	11 Jul, 2025 05:48:45 PM	10 Jul, 2025 07:50:35 PM	0:22:09	100	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT 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 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		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 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862059216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 05:45:32 PM	11 Jul, 2025 05:52:42 PM	10 Jul, 2025 01:19:52 PM	0:12:11	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	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
676862051828	[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]	11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT 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 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		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 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862051828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 05:19:42 PM	11 Jul, 2025 05:58:12 PM	10 Jul, 2025 12:48:02 PM	0:14:03	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT 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 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		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 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676862094961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 05:15:38 PM	11 Jul, 2025 06:11:52 PM	10 Jul, 2025 03:23:03 PM	0:05:34	90	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_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 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861928785	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_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 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_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 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676861928785			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 04:22:58 PM	11 Jul, 2025 06:18:13 PM	09 Jul, 2025 05:06:57 PM	0:07:39	85	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT 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 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		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 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862042944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 06:06:34 PM	11 Jul, 2025 06:19:05 PM	10 Jul, 2025 12:05:27 PM	0:10:06	65	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT 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 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		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 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862093015			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 06:21:13 PM	11 Jul, 2025 06:24:48 PM	10 Jul, 2025 03:13:52 PM	0:22:11	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			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		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			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		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			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		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862163861			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 06:11:49 PM	11 Jul, 2025 06:25:44 PM	10 Jul, 2025 07:23:57 PM	0:13:58	90	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676862296031			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Jul, 2025 06:31:51 PM	11 Jul, 2025 06:48:29 PM	11 Jul, 2025 05:05:22 PM	0:10:00	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	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
676861852286	[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 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT 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 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		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 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676861852286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 07:01:51 PM	11 Jul, 2025 07:14:48 PM	09 Jul, 2025 12:06:08 PM	0:08:55	95	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			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 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			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 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			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 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676862120584			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 07:02:41 PM	11 Jul, 2025 07:29:12 PM	10 Jul, 2025 04:52:43 PM	0:16:14	70	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	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
676861657361	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT 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 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		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 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861657361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	11 Jul, 2025 07:37:16 PM	11 Jul, 2025 07:46:34 PM	08 Jul, 2025 12:06:36 PM	0:08:47	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT 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 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		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 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676861851836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	11 Jul, 2025 07:37:59 PM	11 Jul, 2025 08:01:06 PM	09 Jul, 2025 12:13:39 PM	0:15:39	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			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	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			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 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	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
676862269742	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			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 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862269742			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 08:03:44 PM	11 Jul, 2025 08:11:28 PM	11 Jul, 2025 03:15:24 PM	0:08:44	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			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 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			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 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			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 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862223529			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 07:57:17 PM	11 Jul, 2025 08:12:24 PM	11 Jul, 2025 12:06:34 PM	0:22:09	100	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT 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 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862284579			CTE_Credit		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 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	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
676862284579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	11 Jul, 2025 08:14:26 PM	11 Jul, 2025 08:22:00 PM	11 Jul, 2025 04:18:06 PM	0:08:57	90	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			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 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			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 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
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676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			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 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862053065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 08:09:24 PM	11 Jul, 2025 08:22:57 PM	10 Jul, 2025 12:56:45 PM	0:10:54	100	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			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		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			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 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			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 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862202075			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 08:29:37 PM	11 Jul, 2025 08:35:07 PM	10 Jul, 2025 09:40:32 PM	0:08:53	95	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT 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 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 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
676862203786	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		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 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862203786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 08:29:56 PM	11 Jul, 2025 08:38:43 PM	10 Jul, 2025 09:48:52 PM	0:09:33	85	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT 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 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		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 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862350299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 08:36:32 PM	11 Jul, 2025 08:45:28 PM	11 Jul, 2025 08:24:50 PM	0:09:38	50	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			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 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			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 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	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
676862225978	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			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 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862225978			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 08:49:16 PM	11 Jul, 2025 09:01:14 PM	11 Jul, 2025 12:22:11 PM	0:16:31	90	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT 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 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		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 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862276613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 08:57:42 PM	11 Jul, 2025 09:08:23 PM	11 Jul, 2025 03:43:16 PM	0:13:56	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			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 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			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 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862075846			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 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	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
676862075846	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	11 Jul, 2025 09:05:43 PM	11 Jul, 2025 09:17:26 PM	10 Jul, 2025 02:19:16 PM	0:13:52	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			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 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			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 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			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 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862226417			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 09:20:20 PM	11 Jul, 2025 09:30:54 PM	11 Jul, 2025 12:21:31 PM	0:15:20	100	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT 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 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		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 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862248096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 10:26:04 PM	11 Jul, 2025 10:33:11 PM	11 Jul, 2025 02:03:29 PM	0:16:08	90	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT 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 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	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
676862359488	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		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 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862359488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 11:04:28 PM	11 Jul, 2025 11:15:12 PM	11 Jul, 2025 09:06:23 PM	0:11:28	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT 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 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		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 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862241604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jul, 2025 11:17:02 PM	11 Jul, 2025 11:22:42 PM	11 Jul, 2025 01:35:17 PM	0:08:53	100	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			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 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			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 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	85	External
676862187794			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jul, 2025 11:30:32 PM	11 Jul, 2025 11:39:29 PM	10 Jul, 2025 08:45:02 PM	0:12:46	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
676861854248	[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]	14 Jul, 2025 09:59:41 AM	14 Jul, 2025 10:13:10 AM	09 Jul, 2025 12:18:56 PM	0:10:38	90	External
676861854248	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	14 Jul, 2025 09:59:41 AM	14 Jul, 2025 10:13:10 AM	09 Jul, 2025 12:18:56 PM	0:10:38	90	External
676861854248	[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]	14 Jul, 2025 09:59:41 AM	14 Jul, 2025 10:13:10 AM	09 Jul, 2025 12:18:56 PM	0:10:38	90	External
676861854248	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	14 Jul, 2025 09:59:41 AM	14 Jul, 2025 10:13:10 AM	09 Jul, 2025 12:18:56 PM	0:10:38	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[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]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[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]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[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 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[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]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[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]	14 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862299920	[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 Jul, 2025 10:26:14 AM	14 Jul, 2025 10:29:22 AM	11 Jul, 2025 05:22:30 PM	0:08:45	90	External
676862339181	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181	[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 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181	[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 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	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
676862339181	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT 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 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		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 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862339181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 10:23:14 AM	14 Jul, 2025 10:30:59 AM	11 Jul, 2025 07:44:51 PM	0:09:37	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			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 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			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 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			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 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676862091080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 10:42:51 AM	14 Jul, 2025 10:47:58 AM	10 Jul, 2025 03:07:28 PM	0:11:43	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT 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 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	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
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		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 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861916118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 11:02:27 AM	14 Jul, 2025 11:12:43 AM	09 Jul, 2025 03:58:44 PM	0:08:07	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			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 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			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 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			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 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676861928850			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 11:16:38 AM	14 Jul, 2025 11:19:38 AM	09 Jul, 2025 04:42:10 PM	0:11:46	95	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
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676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT 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 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	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
676862336252			CTE_Credit		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 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676862336252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 11:26:43 AM	14 Jul, 2025 11:32:49 AM	11 Jul, 2025 07:27:52 PM	0:12:08	100	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT 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 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		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 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676861855975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 11:40:20 AM	14 Jul, 2025 11:52:11 AM	09 Jul, 2025 12:26:05 PM	0:14:13	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			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 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			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 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			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 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862223606			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 11:47:41 AM	14 Jul, 2025 12:13:23 PM	11 Jul, 2025 12:08:31 PM	0:17:20	95	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	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
676862170614	[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 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT 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 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		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 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862170614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 11:53:47 AM	14 Jul, 2025 12:13:40 PM	10 Jul, 2025 08:20:55 PM	0:09:41	75	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT 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 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		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 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862334153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 12:07:09 PM	14 Jul, 2025 12:24:16 PM	11 Jul, 2025 07:21:38 PM	0:08:34	70	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	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
676862306332	[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 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		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 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862306332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 12:30:18 PM	14 Jul, 2025 12:53:50 PM	11 Jul, 2025 05:33:35 PM	0:11:57	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT 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 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		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 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862433781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 12:31:52 PM	14 Jul, 2025 01:17:28 PM	14 Jul, 2025 12:04:57 PM	0:19:31	95	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT 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 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	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
676862258701	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		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 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862258701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 01:23:57 PM	14 Jul, 2025 01:33:18 PM	11 Jul, 2025 02:50:24 PM	0:12:43	70	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			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		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			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		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			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		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862268822			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 01:32:53 PM	14 Jul, 2025 01:43:41 PM	11 Jul, 2025 03:12:49 PM	0:10:52	85	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT 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 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	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
676862365192	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		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 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676862365192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 01:26:38 PM	14 Jul, 2025 01:56:18 PM	11 Jul, 2025 10:13:53 PM	0:07:38	75	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			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		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			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		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			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		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676861947409			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 01:52:48 PM	14 Jul, 2025 02:11:04 PM	09 Jul, 2025 06:07:13 PM	0:10:40	85	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT 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 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862440220			CTE_Credit		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 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External

Master Contact	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
676862440220	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 02:19:27 PM	14 Jul, 2025 02:24:48 PM	14 Jul, 2025 12:50:43 PM	0:09:21	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT 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 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		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 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862225737	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 02:32:35 PM	11 Jul, 2025 12:17:38 PM	0:08:55	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT 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 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		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 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862458832	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 02:46:01 PM	14 Jul, 2025 02:50:43 PM	14 Jul, 2025 01:57:44 PM	0:10:05	100	External
676862162418	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418	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 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	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
676862162418	[redacted]		CTE_Credit_Payment	[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 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			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 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676862162418			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 02:30:54 PM	14 Jul, 2025 03:06:19 PM	10 Jul, 2025 07:12:49 PM	0:16:48	70	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT 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 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		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 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676861930680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 02:52:08 PM	14 Jul, 2025 03:11:54 PM	09 Jul, 2025 04:39:09 PM	0:11:11	85	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT 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 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	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
676862472512	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		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 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862472512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 03:04:03 PM	14 Jul, 2025 03:21:13 PM	14 Jul, 2025 02:35:11 PM	0:10:07	75	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT 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 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		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 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862353445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 03:28:46 PM	14 Jul, 2025 03:30:35 PM	11 Jul, 2025 08:36:16 PM	0:10:39	100	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			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	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			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	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	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
676862313869	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			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		14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862313869			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 03:13:04 PM	14 Jul, 2025 03:32:54 PM	11 Jul, 2025 06:21:02 PM	0:09:06	70	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT 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 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		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 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862482166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 03:55:08 PM	14 Jul, 2025 03:56:18 PM	14 Jul, 2025 02:48:27 PM	0:11:50	85	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT 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 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		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 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862434857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 03:42:15 PM	14 Jul, 2025 04:18:09 PM	14 Jul, 2025 12:17:35 PM	0:16:36	90	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	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
676862118780	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			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 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			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 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			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 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862118780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 04:25:02 PM	14 Jul, 2025 04:34:31 PM	10 Jul, 2025 04:43:08 PM	0:10:44	70	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT 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 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		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 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862456052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 04:25:41 PM	14 Jul, 2025 04:45:45 PM	14 Jul, 2025 01:42:31 PM	0:18:12	100	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	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
676862497743	[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	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			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	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			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	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862497743			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 04:29:45 PM	14 Jul, 2025 04:54:34 PM	14 Jul, 2025 03:33:39 PM	0:11:09	80	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT 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 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		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 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676862493497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 05:00:51 PM	14 Jul, 2025 05:01:54 PM	14 Jul, 2025 03:20:01 PM	0:12:29	100	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT 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 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	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
676861991922	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		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 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676861991922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 04:51:25 PM	14 Jul, 2025 05:02:17 PM	09 Jul, 2025 08:02:02 PM	0:08:39	80	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT 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 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		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 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862358986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 04:45:23 PM	14 Jul, 2025 05:04:57 PM	11 Jul, 2025 09:02:44 PM	0:14:31	85	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT 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 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	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
676862355239	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		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 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862355239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 05:06:17 PM	14 Jul, 2025 05:18:05 PM	11 Jul, 2025 08:42:11 PM	0:12:19	55	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT 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 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		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 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862454847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 04:55:06 PM	14 Jul, 2025 05:21:09 PM	14 Jul, 2025 01:39:18 PM	0:12:11	90	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			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		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			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		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	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
676862486150	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			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	14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862486150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 05:29:51 PM	14 Jul, 2025 05:31:40 PM	14 Jul, 2025 03:01:29 PM	0:16:57	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			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	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			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	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization			14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			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	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862176721			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 05:00:36 PM	14 Jul, 2025 05:38:16 PM	10 Jul, 2025 08:00:33 PM	0:17:58	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT 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 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		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 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862198144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 05:21:48 PM	14 Jul, 2025 05:41:22 PM	10 Jul, 2025 09:21:57 PM	0:13:52	95	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	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
676862507668	[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 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT 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 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		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 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862507668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 05:37:44 PM	14 Jul, 2025 05:47:55 PM	14 Jul, 2025 04:06:26 PM	0:13:26	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT 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 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		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 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862304519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 05:41:19 PM	14 Jul, 2025 05:49:35 PM	11 Jul, 2025 05:25:58 PM	0:10:18	85	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT 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 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	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
676862509769	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		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 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862509769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 05:50:21 PM	14 Jul, 2025 05:51:04 PM	14 Jul, 2025 04:13:18 PM	0:13:38	100	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT 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 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		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 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862514711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 05:36:20 PM	14 Jul, 2025 05:52:19 PM	14 Jul, 2025 04:24:44 PM	0:15:19	50	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT 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 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	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
676862518469	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		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 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862518469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 05:39:03 PM	14 Jul, 2025 06:05:37 PM	14 Jul, 2025 04:36:54 PM	0:12:07	80	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT 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 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		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 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862483025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 06:07:40 PM	14 Jul, 2025 06:17:59 PM	14 Jul, 2025 02:50:34 PM	0:09:48	100	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT 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 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	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
676862466019	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		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 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862466019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 06:13:43 PM	14 Jul, 2025 06:38:52 PM	14 Jul, 2025 02:01:36 PM	0:18:47	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT 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 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		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 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862493423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 06:55:02 PM	14 Jul, 2025 06:55:58 PM	14 Jul, 2025 03:20:38 PM	0:12:03	90	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT 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 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	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
676862520705	[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]	14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862520705			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 06:58:51 PM	14 Jul, 2025 07:09:10 PM	14 Jul, 2025 04:42:18 PM	0:11:50	70	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT 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 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		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 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862511682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 07:15:32 PM	14 Jul, 2025 07:17:46 PM	14 Jul, 2025 04:13:14 PM	0:15:06	100	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT 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 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
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676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		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 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862545178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 06:59:15 PM	14 Jul, 2025 07:21:59 PM	14 Jul, 2025 05:54:53 PM	0:16:30	95	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	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
676862481442	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT 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 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		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 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862481442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 07:47:50 PM	14 Jul, 2025 07:48:50 PM	14 Jul, 2025 02:50:45 PM	0:24:01	90	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT 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 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		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 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862455523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jul, 2025 07:25:11 PM	14 Jul, 2025 07:51:03 PM	14 Jul, 2025 01:39:52 PM	0:16:51	95	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			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 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			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 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 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
676862519778	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			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 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862519778			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jul, 2025 09:14:09 PM	14 Jul, 2025 09:15:58 PM	14 Jul, 2025 04:36:43 PM	0:14:38	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT 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 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		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 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862451842			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 10:50:56 AM	15 Jul, 2025 11:00:56 AM	14 Jul, 2025 01:31:07 PM	0:14:23	85	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT 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 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	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
676862602213	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		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 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862602213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Jul, 2025 10:22:05 AM	15 Jul, 2025 11:01:06 AM	14 Jul, 2025 08:54:48 PM	0:11:25	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT 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 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		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 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862472271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Jul, 2025 11:22:54 AM	15 Jul, 2025 11:31:09 AM	14 Jul, 2025 02:21:08 PM	0:12:23	95	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			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	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			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	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			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	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862591345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Jul, 2025 11:30:05 AM	15 Jul, 2025 11:48:13 AM	14 Jul, 2025 08:16:31 PM	0:08:48	100	External
676862610395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	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
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT 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 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		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 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862610395		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 11:49:18 AM	15 Jul, 2025 11:55:24 AM	14 Jul, 2025 09:34:06 PM	0:08:29	95	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT 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 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		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 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862552281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 12:11:12 PM	15 Jul, 2025 12:17:16 PM	14 Jul, 2025 06:19:56 PM	0:09:11	75	External
676862492634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634		CTE_Credit		Alorica - CT 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 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862492634	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
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676862492634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862492634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	5 Jul, 2025 12:19:37 PM	15 Jul, 2025 12:32:09 PM	14 Jul, 2025 03:18:13 PM	0:14:40	90	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			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	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			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	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
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676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			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	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862606152			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	5 Jul, 2025 11:49:13 AM	15 Jul, 2025 12:41:05 PM	14 Jul, 2025 09:12:37 PM	0:10:44	65	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			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	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			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	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	5 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	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
676862567312	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			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	15 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862567312			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Jul, 2025 12:40:31 PM	15 Jul, 2025 12:43:06 PM	14 Jul, 2025 07:02:21 PM	0:04:47	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT 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 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
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676862226437			CTE_Credit		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 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862226437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Jul, 2025 12:21:06 PM	15 Jul, 2025 12:45:46 PM	11 Jul, 2025 12:46:19 PM	0:18:09	100	External
676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			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	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			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	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
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676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
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676862551857			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	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862551857			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Jul, 2025 12:45:59 PM	15 Jul, 2025 12:49:51 PM	14 Jul, 2025 06:27:52 PM	0:04:30	75	External
676862440482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Jul, 2025 12:48:11 PM	15 Jul, 2025 01:03:42 PM	14 Jul, 2025 12:57:04 PM	0:09:32	80	External
676862440482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Jul, 2025 12:48:11 PM	15 Jul, 2025 01:03:42 PM	14 Jul, 2025 12:57:04 PM	0:09:32	80	External
676862440482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Jul, 2025 12:48:11 PM	15 Jul, 2025 01:03:42 PM	14 Jul, 2025 12:57:04 PM	0:09:32	80	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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676862440482	[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]	15 Jul, 2025 12:48:11 PM	15 Jul, 2025 01:03:42 PM	14 Jul, 2025 12:57:04 PM	0:09:32	80	External
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676862440482	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	15 Jul, 2025 12:48:11 PM	15 Jul, 2025 01:03:42 PM	14 Jul, 2025 12:57:04 PM	0:09:32	80	External
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676862471334	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	15 Jul, 2025 01:19:25 PM	15 Jul, 2025 01:20:35 PM	14 Jul, 2025 02:19:25 PM	0:11:26	100	External
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676862471334	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	15 Jul, 2025 01:19:25 PM	15 Jul, 2025 01:20:35 PM	14 Jul, 2025 02:19:25 PM	0:11:26	100	External
676862471334	[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]	15 Jul, 2025 01:19:25 PM	15 Jul, 2025 01:20:35 PM	14 Jul, 2025 02:19:25 PM	0:11:26	100	External
676862471334	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	15 Jul, 2025 01:19:25 PM	15 Jul, 2025 01:20:35 PM	14 Jul, 2025 02:19:25 PM	0:11:26	100	External
676862471334	[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]	15 Jul, 2025 01:19:25 PM	15 Jul, 2025 01:20:35 PM	14 Jul, 2025 02:19:25 PM	0:11:26	100	External
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676862471334	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	15 Jul, 2025 01:19:25 PM	15 Jul, 2025 01:20:35 PM	14 Jul, 2025 02:19:25 PM	0:11:26	100	External
676862471334	[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 Jul, 2025 01:19:25 PM	15 Jul, 2025 01:20:35 PM	14 Jul, 2025 02:19:25 PM	0:11:26	100	External
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676862557104	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104	[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]	15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
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676862557104	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	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
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676862557104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104			CTE_Credit		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 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862557104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 12:52:13 PM	15 Jul, 2025 01:40:26 PM	14 Jul, 2025 06:30:45 PM	0:24:41	90	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			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 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			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 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			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 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
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676862615580			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 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			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 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862615580			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 01:43:14 PM	15 Jul, 2025 01:45:35 PM	14 Jul, 2025 09:56:04 PM	0:07:47	80	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT 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 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	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
676862454585	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		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 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862454585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 01:40:41 PM	15 Jul, 2025 01:47:15 PM	14 Jul, 2025 01:36:56 PM	0:18:01	95	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			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 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			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 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			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 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862571847			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 02:17:13 PM	15 Jul, 2025 02:22:13 PM	14 Jul, 2025 07:17:25 PM	0:15:01	80	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT 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 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862447657			CTE_Credit		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 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	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
676862447657	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	15 Jul, 2025 02:40:42 PM	15 Jul, 2025 02:50:22 PM	14 Jul, 2025 01:15:25 PM	0:14:48	65	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			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 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			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 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			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 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862539790			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 02:26:53 PM	15 Jul, 2025 03:02:14 PM	14 Jul, 2025 06:49:34 PM	0:18:15	80	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			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 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			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 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			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 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862676287			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 03:17:10 PM	15 Jul, 2025 03:19:49 PM	15 Jul, 2025 02:42:57 PM	0:12:14	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	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
676862675845	[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]	15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT 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 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		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 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862675845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 03:24:28 PM	15 Jul, 2025 03:28:41 PM	15 Jul, 2025 02:42:38 PM	0:08:40	95	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT 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 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		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 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862664492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 04:02:00 PM	15 Jul, 2025 04:08:54 PM	15 Jul, 2025 03:00:29 PM	0:11:10	90	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			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		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			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		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	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
676862611704	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		5 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		5 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		5 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		5 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		5 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		5 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704	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		5 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862611704	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		5 Jul, 2025 01:46:30 PM	15 Jul, 2025 04:20:02 PM	14 Jul, 2025 09:34:33 PM	0:13:05	85	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862677435	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		5 Jul, 2025 04:12:32 PM	15 Jul, 2025 04:22:35 PM	15 Jul, 2025 02:46:14 PM	0:30:32	90	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		5 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862688412	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	15 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412			CTE_Credit		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 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862688412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 04:12:10 PM	15 Jul, 2025 04:28:06 PM	15 Jul, 2025 03:50:12 PM	0:12:26	95	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			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 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			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 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			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 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			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 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			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 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862501837			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	text		15 Jul, 2025 05:03:01 PM	15 Jul, 2025 05:16:52 PM	14 Jul, 2025 03:44:13 PM	0:14:05	65	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT 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 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	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
676862687536	[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]	15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862687536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 05:25:59 PM	15 Jul, 2025 05:29:43 PM	15 Jul, 2025 03:22:41 PM	0:22:44	95	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT 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 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		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 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862677488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 05:03:22 PM	15 Jul, 2025 05:34:32 PM	15 Jul, 2025 02:45:45 PM	0:23:21	70	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT 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 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		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 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862708312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 05:23:43 PM	15 Jul, 2025 05:35:35 PM	15 Jul, 2025 04:36:47 PM	0:07:55	95	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	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
676862655522	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			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		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			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		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			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		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862655522			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 05:40:03 PM	15 Jul, 2025 05:46:58 PM	15 Jul, 2025 01:36:03 PM	0:07:52	85	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			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		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			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		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			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		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862673745			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 05:51:34 PM	15 Jul, 2025 05:53:28 PM	15 Jul, 2025 02:55:33 PM	0:22:45	100	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT 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 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	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
676862708703	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		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 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862708703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 05:37:53 PM	15 Jul, 2025 06:08:42 PM	15 Jul, 2025 04:36:02 PM	0:16:01	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT 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 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		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 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862699587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 05:59:39 PM	15 Jul, 2025 06:13:36 PM	15 Jul, 2025 03:59:29 PM	0:20:13	95	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT 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 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	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
676862705921	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		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 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862705921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 06:16:25 PM	15 Jul, 2025 06:27:58 PM	15 Jul, 2025 04:27:18 PM	0:31:11	80	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT 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 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		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 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862719324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 06:11:09 PM	15 Jul, 2025 06:35:09 PM	15 Jul, 2025 05:08:38 PM	0:12:55	85	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT 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 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	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
676862678274	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274	CTE_Credit		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 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862678274	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 06:38:34 PM	15 Jul, 2025 07:00:05 PM	15 Jul, 2025 02:49:56 PM	0:16:15	90	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT 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 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		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 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862721023	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 06:52:23 PM	15 Jul, 2025 07:01:09 PM	15 Jul, 2025 05:16:24 PM	0:27:24	85	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT 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 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	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
676862710665	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665			CTE_Credit		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 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862710665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 07:53:20 PM	15 Jul, 2025 07:59:56 PM	15 Jul, 2025 04:39:08 PM	0:14:26	75	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT 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 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		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 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862716773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 08:25:30 PM	15 Jul, 2025 08:29:16 PM	15 Jul, 2025 05:03:22 PM	0:14:31	90	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT 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 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		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 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862676588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 08:39:55 PM	15 Jul, 2025 08:47:33 PM	15 Jul, 2025 02:46:38 PM	0:15:12	95	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			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		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	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
676862717565	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			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		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			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		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862717565			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 09:48:08 PM	15 Jul, 2025 09:57:17 PM	15 Jul, 2025 05:03:18 PM	0:10:09	60	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT 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 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		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 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862776587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Jul, 2025 10:58:41 PM	15 Jul, 2025 11:00:17 PM	15 Jul, 2025 08:38:06 PM	0:11:39	100	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT 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 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	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
676862722750	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		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 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862722750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 11:26:25 AM	16 Jul, 2025 11:35:52 AM	15 Jul, 2025 05:21:43 PM	0:12:41	95	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT 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 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		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 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862719883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 11:19:04 AM	16 Jul, 2025 11:41:22 AM	15 Jul, 2025 05:10:14 PM	0:13:27	100	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT 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 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	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
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		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 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862753950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		16 Jul, 2025 11:46:56 AM	16 Jul, 2025 11:50:55 AM	15 Jul, 2025 07:15:48 PM	0:26:33	95	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			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 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			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 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			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 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862768062			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		16 Jul, 2025 11:52:01 AM	16 Jul, 2025 12:19:07 PM	15 Jul, 2025 08:03:45 PM	0:12:31	80	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT 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 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862749494			CTE_Credit		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 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	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
676862749494	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	16 Jul, 2025 11:57:17 AM	16 Jul, 2025 12:25:14 PM	15 Jul, 2025 07:01:23 PM	0:14:50	90	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[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 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[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]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[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]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[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 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[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]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	16 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
676862642132	[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 Jul, 2025 12:42:19 PM	16 Jul, 2025 12:49:46 PM	15 Jul, 2025 12:35:23 PM	0:07:20	100	External
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676862726376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[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 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[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]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[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]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[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 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[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]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
676862726376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	16 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
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676862726376	[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 Jul, 2025 01:02:53 PM	16 Jul, 2025 01:20:37 PM	15 Jul, 2025 05:34:23 PM	0:11:26	75	External
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676862614821	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
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676862614821	[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]	16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	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
676862614821	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
676862614821			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
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676862614821			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
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676862614821			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
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676862614821			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
676862614821			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
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676862614821			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
676862614821			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
676862614821			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
676862614821			CTE_Credit	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 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
676862614821			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 01:04:04 PM	16 Jul, 2025 01:39:59 PM	14 Jul, 2025 09:56:45 PM	0:09:17	90	External
676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
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676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	Alorica - CT 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 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
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676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
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676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
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676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	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 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862819535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 01:39:35 PM	16 Jul, 2025 01:47:11 PM	16 Jul, 2025 12:36:32 PM	0:12:41	90	External
676862704062			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
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676862704062			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit	Alorica - CT 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 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	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
676862704062	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		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 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862704062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 01:48:30 PM	16 Jul, 2025 01:51:10 PM	15 Jul, 2025 04:16:05 PM	0:12:05	95	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT 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 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		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 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862826173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 01:57:26 PM	16 Jul, 2025 02:01:28 PM	16 Jul, 2025 01:24:14 PM	0:05:07	90	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT 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 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	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
676862793158	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		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 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862793158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 02:04:17 PM	16 Jul, 2025 02:08:24 PM	15 Jul, 2025 09:50:44 PM	0:08:03	95	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			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 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			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 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			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 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862658274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 03:01:55 PM	16 Jul, 2025 03:07:56 PM	15 Jul, 2025 01:42:55 PM	0:09:42	60	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT 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 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	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
676862546132	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		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 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862546132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 03:18:31 PM	16 Jul, 2025 03:30:31 PM	14 Jul, 2025 05:59:39 PM	0:09:19	65	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT 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 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		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 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862745870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 03:15:18 PM	16 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:48:07 PM	0:12:14	70	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT 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 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	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
676862774701	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		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 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862774701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 03:39:53 PM	16 Jul, 2025 03:47:13 PM	15 Jul, 2025 08:28:38 PM	0:12:55	90	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT 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 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		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 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862867592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 04:40:07 PM	16 Jul, 2025 04:48:07 PM	16 Jul, 2025 03:27:33 PM	0:08:05	95	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT 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 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		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 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862854041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 04:59:18 PM	16 Jul, 2025 05:14:30 PM	16 Jul, 2025 02:59:18 PM	0:16:06	100	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 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
676862648339	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT 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 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		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 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862648339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 05:06:19 PM	16 Jul, 2025 05:29:40 PM	15 Jul, 2025 01:02:48 PM	0:11:10	95	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT 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 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		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 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862819322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 04:12:10 PM	16 Jul, 2025 05:29:48 PM	16 Jul, 2025 12:34:31 PM	0:08:59	90	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			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 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			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 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	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
676862647810	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			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 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862647810			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 05:16:02 PM	16 Jul, 2025 06:11:35 PM	15 Jul, 2025 01:02:51 PM	0:14:25	65	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT 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 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		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 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862899596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 06:16:34 PM	16 Jul, 2025 06:29:46 PM	16 Jul, 2025 05:26:11 PM	0:09:22	80	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT 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 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	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
676862698253	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		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 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862698253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 06:36:50 PM	16 Jul, 2025 06:43:47 PM	15 Jul, 2025 03:54:41 PM	0:11:25	95	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT 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 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		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 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862903177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 06:14:02 PM	16 Jul, 2025 07:20:44 PM	16 Jul, 2025 05:42:22 PM	0:17:55	90	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT 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 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	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
676862839409	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		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 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862839409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 07:21:54 PM	16 Jul, 2025 07:27:21 PM	16 Jul, 2025 01:51:26 PM	0:25:26	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT 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 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		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 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862866955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 07:43:51 PM	16 Jul, 2025 07:47:19 PM	16 Jul, 2025 03:24:39 PM	0:39:58	95	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT 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 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 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
676862654815	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		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 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862654815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 07:53:09 PM	16 Jul, 2025 08:06:25 PM	15 Jul, 2025 01:31:16 PM	0:12:28	85	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT 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 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		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 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862870765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 08:10:49 PM	16 Jul, 2025 08:12:09 PM	16 Jul, 2025 03:39:12 PM	0:10:51	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT 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 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862763508			CTE_Credit		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 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	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
676862763508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 08:22:17 PM	16 Jul, 2025 08:24:28 PM	15 Jul, 2025 07:48:30 PM	0:13:59	90	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT 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 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		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 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862917204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 09:48:40 PM	16 Jul, 2025 09:57:09 PM	16 Jul, 2025 06:37:00 PM	0:09:51	70	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT 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 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		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 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862539883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jul, 2025 10:44:29 PM	16 Jul, 2025 10:52:01 PM	14 Jul, 2025 05:43:37 PM	0:10:41	80	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			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 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	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
676862448877	[redacted]	[redacted]	CTE_Credit_Payment	[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]	17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			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 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862448877			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 12:31:05 AM	17 Jul, 2025 12:39:33 AM	14 Jul, 2025 01:29:08 PM	0:17:56	70	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			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 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			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 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			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 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862701113			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 01:28:58 AM	17 Jul, 2025 01:31:20 AM	15 Jul, 2025 04:07:05 PM	0:16:01	95	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT 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 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	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
676862475135	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		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 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862475135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 02:14:31 AM	17 Jul, 2025 02:16:57 AM	14 Jul, 2025 02:27:24 PM	0:18:11	85	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT 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 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		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 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 10:16:07 AM	17 Jul, 2025 10:21:52 AM	16 Jul, 2025 04:12:55 PM	0:10:56	95	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT 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 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		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 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862918819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 10:34:41 AM	17 Jul, 2025 10:40:22 AM	16 Jul, 2025 06:46:43 PM	0:08:26	90	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	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
676862941801	[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 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT 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 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		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 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862941801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 11:20:53 AM	17 Jul, 2025 11:35:38 AM	16 Jul, 2025 08:34:37 PM	0:12:16	85	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT 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 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		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 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862744995			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 12:06:10 PM	17 Jul, 2025 12:21:21 PM	15 Jul, 2025 07:04:41 PM	0:16:12	65	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	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
676862961471	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862961471			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Jul, 2025 12:12:15 PM	17 Jul, 2025 12:24:38 PM	16 Jul, 2025 09:57:08 PM	0:07:10	85	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862165660			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Jul, 2025 12:54:36 PM	17 Jul, 2025 01:09:11 PM	10 Jul, 2025 07:57:33 PM	0:10:09	90	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT 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 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		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 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862930134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 01:03:53 PM	17 Jul, 2025 01:35:52 PM	16 Jul, 2025 07:24:07 PM	0:14:49	65	External
676862992412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	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
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT 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 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		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 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862992412		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 01:46:15 PM	17 Jul, 2025 01:57:47 PM	17 Jul, 2025 12:58:51 PM	0:09:52	95	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT 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 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		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 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862995263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 02:36:48 PM	17 Jul, 2025 02:46:00 PM	17 Jul, 2025 01:26:18 PM	0:12:05	85	External
676862997092		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	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
676862997092	[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	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan			17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		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 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862997092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Jul, 2025 02:10:18 PM	17 Jul, 2025 03:02:18 PM	17 Jul, 2025 01:23:48 PM	0:09:24	95	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT 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 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		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 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862736827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Jul, 2025 03:26:47 PM	17 Jul, 2025 03:31:01 PM	15 Jul, 2025 06:13:03 PM	0:16:00	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT 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 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	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
676862880282	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		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 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862880282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 02:34:17 PM	17 Jul, 2025 03:39:29 PM	16 Jul, 2025 04:13:11 PM	0:22:34	90	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT 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 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		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 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862889148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 03:27:36 PM	17 Jul, 2025 03:50:09 PM	16 Jul, 2025 04:47:53 PM	0:11:48	70	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862989498			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Jul, 2025 03:43:58 PM	17 Jul, 2025 03:59:51 PM	17 Jul, 2025 12:43:55 PM	0:08:17	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862637271	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT 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 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		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 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862637271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 04:08:53 PM	17 Jul, 2025 04:19:18 PM	15 Jul, 2025 12:13:49 PM	0:09:47	90	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT 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 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		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 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862234212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 04:14:39 PM	17 Jul, 2025 04:20:28 PM	11 Jul, 2025 01:02:38 PM	0:13:36	100	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT 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 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	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
676862929942	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		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 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862929942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 04:28:10 PM	17 Jul, 2025 04:30:19 PM	16 Jul, 2025 07:25:57 PM	0:11:18	95	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT 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 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		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 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862435894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 04:48:39 PM	17 Jul, 2025 05:07:43 PM	14 Jul, 2025 12:30:55 PM	0:14:30	100	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT 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 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676862436961			CTE_Credit		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 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	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
676862436961	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	17 Jul, 2025 05:13:36 PM	17 Jul, 2025 05:18:51 PM	14 Jul, 2025 12:36:49 PM	0:14:38	90	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676863054326			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Jul, 2025 05:14:56 PM	17 Jul, 2025 05:21:16 PM	17 Jul, 2025 04:56:10 PM	0:09:15	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT 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 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		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 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676862439404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 05:40:48 PM	17 Jul, 2025 05:47:05 PM	14 Jul, 2025 12:44:46 PM	0:16:48	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			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 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			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 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			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 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863025557			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 05:40:32 PM	17 Jul, 2025 05:49:40 PM	17 Jul, 2025 02:58:12 PM	0:09:19	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT 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 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		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 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676863016813			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 05:55:40 PM	17 Jul, 2025 06:00:52 PM	17 Jul, 2025 02:33:01 PM	0:09:29	100	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			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 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			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 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			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 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862701954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 05:55:06 PM	17 Jul, 2025 06:09:49 PM	15 Jul, 2025 04:14:39 PM	0:13:59	85	External
676862998527			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	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
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676862998527		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Jul, 2025 06:05:05 PM	17 Jul, 2025 06:12:18 PM	17 Jul, 2025 01:27:08 PM	0:09:50	90	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		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 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		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 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		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 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676863029632		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 06:04:53 PM	17 Jul, 2025 06:13:58 PM	17 Jul, 2025 03:14:19 PM	0:12:51	95	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		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 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		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 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
676862995774		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 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	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
67686299577	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	17 Jul, 2025 07:38:50 PM	17 Jul, 2025 07:53:34 PM	17 Jul, 2025 01:16:36 PM	0:21:51	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT 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 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		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 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686300597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 09:22:52 PM	17 Jul, 2025 09:30:15 PM	17 Jul, 2025 01:54:46 PM	0:19:47	100	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT 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 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		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 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686307912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 09:48:12 PM	17 Jul, 2025 09:52:11 PM	17 Jul, 2025 06:47:37 PM	0:13:06	95	External
67686291494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
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67686291494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
67686291494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
67686291494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
67686291494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	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
676862914944	[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]	17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		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 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862914944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jul, 2025 09:59:57 PM	17 Jul, 2025 10:13:57 PM	16 Jul, 2025 06:54:39 PM	0:22:37	65	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT 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 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		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 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862733332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 12:21:19 AM	18 Jul, 2025 12:24:57 AM	15 Jul, 2025 06:05:01 PM	0:10:29	90	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
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676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT 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 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	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
676862995882	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		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 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676862995882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 12:47:20 AM	18 Jul, 2025 12:48:58 AM	17 Jul, 2025 01:14:40 PM	0:09:47	100	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT 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 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		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 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863014570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 01:23:29 AM	18 Jul, 2025 01:26:16 AM	17 Jul, 2025 02:21:54 PM	0:13:28	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT 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 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	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
676863091349	[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 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349		CTE_Credit		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 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676863091349		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		18 Jul, 2025 10:10:16 AM	18 Jul, 2025 10:17:07 AM	17 Jul, 2025 07:08:45 PM	0:08:46	95	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT 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 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		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 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676862995622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		18 Jul, 2025 10:53:46 AM	18 Jul, 2025 11:16:19 AM	17 Jul, 2025 01:26:19 PM	0:11:48	80	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		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 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		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 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	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
676863063784			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784			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 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863063784			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 11:07:35 AM	18 Jul, 2025 11:42:36 AM	17 Jul, 2025 05:18:08 PM	0:11:04	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT 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 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		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 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863078735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 11:35:53 AM	18 Jul, 2025 11:51:43 AM	17 Jul, 2025 06:18:01 PM	0:12:43	85	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676863046197			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Jul, 2025 11:48:40 AM	18 Jul, 2025 11:59:43 AM	17 Jul, 2025 04:23:22 PM	0:05:47	95	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	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
676862814386	[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 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT 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 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		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 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676862814386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		18 Jul, 2025 12:17:19 PM	18 Jul, 2025 12:19:02 PM	16 Jul, 2025 12:14:56 PM	0:20:22	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT 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 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		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 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676863107914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		18 Jul, 2025 12:09:47 PM	18 Jul, 2025 12:51:48 PM	17 Jul, 2025 08:31:11 PM	0:08:51	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT 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 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	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
676862652789		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789		CTE_Res_Billing		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 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676862652789		CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 12:46:18 PM	18 Jul, 2025 01:03:06 PM	15 Jul, 2025 01:33:24 PM	0:17:47	100	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT 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 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		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 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863004642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 12:59:10 PM	18 Jul, 2025 01:25:42 PM	17 Jul, 2025 01:46:36 PM	0:10:42	85	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT 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 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		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 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863060863		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 01:20:57 PM	18 Jul, 2025 01:43:34 PM	17 Jul, 2025 05:11:03 PM	0:10:40	80	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT 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 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		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 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863081397		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 01:39:19 PM	18 Jul, 2025 02:02:52 PM	17 Jul, 2025 06:28:59 PM	0:13:22	85	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT 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 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	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
676863034500	[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]	18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676863034500					Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 02:01:58 PM	18 Jul, 2025 02:06:37 PM	17 Jul, 2025 03:33:46 PM	0:15:20	100	External
676862440217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT 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 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					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 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676862440217					Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 01:58:05 PM	18 Jul, 2025 02:20:53 PM	14 Jul, 2025 12:52:12 PM	0:16:13	100	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863177545			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Jul, 2025 02:22:15 PM	18 Jul, 2025 02:28:38 PM	18 Jul, 2025 02:04:57 PM	0:07:01	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863087800			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Jul, 2025 02:33:57 PM	18 Jul, 2025 02:41:32 PM	17 Jul, 2025 07:11:52 PM	0:10:52	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	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
676863094185	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT 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 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		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 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863094185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 02:58:14 PM	18 Jul, 2025 03:03:08 PM	17 Jul, 2025 07:27:50 PM	0:59:49	95	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT 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 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		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 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863112617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 02:39:21 PM	18 Jul, 2025 03:18:54 PM	17 Jul, 2025 08:32:43 PM	0:15:01	85	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT 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 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	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
676863176784	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		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 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676863176784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 02:52:44 PM	18 Jul, 2025 03:25:14 PM	18 Jul, 2025 02:05:08 PM	0:06:25	100	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT 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 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		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 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676862938761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 03:34:23 PM	18 Jul, 2025 03:38:18 PM	16 Jul, 2025 08:03:34 PM	0:09:01	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT 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 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		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 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863120486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 04:00:11 PM	18 Jul, 2025 04:02:49 PM	17 Jul, 2025 09:06:01 PM	0:11:09	95	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT 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 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		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 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863160560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 04:01:20 PM	18 Jul, 2025 04:08:41 PM	18 Jul, 2025 01:05:46 PM	0:10:47	85	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT 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 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		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 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676863172544			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 04:21:31 PM	18 Jul, 2025 04:28:56 PM	18 Jul, 2025 01:55:22 PM	0:09:01	100	External
676862987139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	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
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT 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 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		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 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676862987139	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Jul, 2025 04:30:39 PM	18 Jul, 2025 04:36:45 PM	17 Jul, 2025 12:37:44 PM	0:10:49	90	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT 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 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		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 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676863160679	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Jul, 2025 04:28:27 PM	18 Jul, 2025 04:42:29 PM	18 Jul, 2025 01:03:45 PM	0:15:46	95	External
676862747113	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	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
676862747113	[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 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT 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 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		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 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676862747113		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 04:46:12 PM	18 Jul, 2025 04:51:55 PM	15 Jul, 2025 06:54:37 PM	0:19:19	80	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT 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 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		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 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863033848		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 04:47:36 PM	18 Jul, 2025 05:08:54 PM	17 Jul, 2025 03:29:48 PM	0:09:48	100	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT 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 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	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
676863174389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389			CTE_Credit		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 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863174389			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 05:20:29 PM	18 Jul, 2025 05:23:44 PM	18 Jul, 2025 01:55:41 PM	0:11:49	95	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			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 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			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 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			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 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863160836			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 04:47:29 PM	18 Jul, 2025 05:30:36 PM	18 Jul, 2025 01:15:09 PM	0:18:42	75	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT 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 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	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
676863219694	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		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 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863219694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 05:44:02 PM	18 Jul, 2025 05:47:28 PM	18 Jul, 2025 04:44:29 PM	0:15:37	100	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT 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 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		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 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676863068852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 05:37:41 PM	18 Jul, 2025 06:04:02 PM	17 Jul, 2025 05:37:16 PM	0:26:30	95	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			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 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			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 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			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 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	85	External
676862950904			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 06:10:07 PM	18 Jul, 2025 06:13:50 PM	16 Jul, 2025 08:48:24 PM	0:25:18	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
676863184236	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			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 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			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 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			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 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863184236			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 06:06:42 PM	18 Jul, 2025 06:39:43 PM	18 Jul, 2025 02:32:39 PM	0:16:50	95	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT 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 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		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 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676863233109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 06:42:15 PM	18 Jul, 2025 06:52:26 PM	18 Jul, 2025 05:30:44 PM	0:11:01	100	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	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
676862962918	[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 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT 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 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		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 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676862962918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 06:45:38 PM	18 Jul, 2025 06:57:47 PM	16 Jul, 2025 09:45:07 PM	0:11:39	90	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT 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 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		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 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863244070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 06:44:07 PM	18 Jul, 2025 07:10:14 PM	18 Jul, 2025 06:10:58 PM	0:08:56	70	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.			18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT 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 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 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
676863065949	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		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 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863065949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 06:55:27 PM	18 Jul, 2025 07:16:48 PM	17 Jul, 2025 05:32:38 PM	0:19:02	95	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT 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 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		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 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863230014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 07:19:20 PM	18 Jul, 2025 07:29:57 PM	18 Jul, 2025 05:23:16 PM	0:10:56	100	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT 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 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
676863223416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	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
6768632234	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
6768632234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
6768632234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
6768632234			CTE_Credit		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 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
6768632234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 07:08:11 PM	18 Jul, 2025 07:32:38 PM	18 Jul, 2025 04:53:10 PM	0:12:54	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT 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 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		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 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 07:27:55 PM	18 Jul, 2025 07:36:03 PM	18 Jul, 2025 01:29:18 PM	0:18:06	90	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT 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 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
6768631708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	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
676863170861		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
676863170861		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
676863170861		CTE_Credit		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 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
676863170861		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 07:32:44 PM	18 Jul, 2025 07:59:09 PM	18 Jul, 2025 01:45:03 PM	0:18:30	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT 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 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		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 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863030609		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 07:57:29 PM	18 Jul, 2025 08:02:11 PM	17 Jul, 2025 03:22:07 PM	0:16:20	80	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT 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 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		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 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863228831		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 08:03:04 PM	18 Jul, 2025 08:16:39 PM	18 Jul, 2025 05:13:53 PM	0:14:20	95	External
676863166918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	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
676863166918	[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 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT 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 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		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 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863166918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 08:26:12 PM	18 Jul, 2025 08:37:26 PM	18 Jul, 2025 01:30:07 PM	0:11:37	55	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT 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 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		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 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863076575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 10:36:02 PM	18 Jul, 2025 10:40:20 PM	17 Jul, 2025 06:14:08 PM	0:16:14	75	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			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 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			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 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	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
676863225424	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			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 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863225424			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 10:59:27 PM	18 Jul, 2025 11:07:39 PM	18 Jul, 2025 05:01:28 PM	0:09:32	95	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			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 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			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 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			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 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863284150			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jul, 2025 11:14:39 PM	18 Jul, 2025 11:24:41 PM	18 Jul, 2025 08:45:35 PM	0:15:43	75	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			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 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			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 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	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
676863167140	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			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 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
676863167140			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Jul, 2025 12:17:58 AM	19 Jul, 2025 12:22:51 AM	18 Jul, 2025 01:31:55 PM	0:09:06	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT 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 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		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 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
651781256693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Jul, 2025 01:40:38 AM	19 Jul, 2025 01:52:14 AM	03 Jul, 2025 09:37:52 PM	0:17:15	95	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT 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 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		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 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863213243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Jul, 2025 01:32:59 AM	19 Jul, 2025 01:52:29 AM	18 Jul, 2025 04:17:15 PM	0:09:33	75	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	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
676863194320	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT 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 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		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 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863194320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jul, 2025 02:03:31 AM	19 Jul, 2025 02:12:16 AM	18 Jul, 2025 03:04:21 PM	0:16:25	100	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			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 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			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 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			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 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863284421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jul, 2025 03:55:24 PM	20 Jul, 2025 04:01:24 PM	18 Jul, 2025 08:48:41 PM	0:08:47	95	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT 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 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	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
676863251530	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		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 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863251530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jul, 2025 04:08:01 PM	20 Jul, 2025 04:11:29 PM	18 Jul, 2025 06:40:28 PM	0:08:43	80	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT 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 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		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 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863228194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jul, 2025 04:20:21 PM	20 Jul, 2025 04:22:06 PM	18 Jul, 2025 05:14:01 PM	0:07:48	100	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT 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 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	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
676863247223	Cyrea Brown	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	4.2 Coaching: also include the payments can change when account is reviewed We also need to advise that the program will be completed once the account is current with no past due balance and once completed can't re-enroll again for 12months.	21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223	Cyrea Brown	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	No	21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223	Cyrea Brown	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	call back to see if eligible for higher LIDR	21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223	Cyrea Brown	Alorica_Duvall_L	CTE_Credit	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	Yes	21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863247223	Cyrea Brown	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 10:22:00 AM	21 Jul, 2025 10:33:56 AM	18 Jul, 2025 06:28:36 PM	0:09:19	80	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	Electric	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	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	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	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	Yes or N/A	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	3.2 Coaching: only give appropriate discount information. For this account the discount would be on the first 800 kwh.	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	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	Yes	21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863259976	Alensia Farrior	Alorica_Dukes_E	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 10:49:57 AM	21 Jul, 2025 10:56:00 AM	18 Jul, 2025 08:04:29 PM	0:11:50	100	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	Electric	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	No	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	2.2 We had the opportunity to offer paperless billing.	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	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	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	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	No	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	No	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	3.3 We had an opportunity to offer MPP once account is hardship. 3.4 We had an opportunity to offer the 18 MFP while we wait for the hardship verification.	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	No	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	Call back to offer MFP	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	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	Yes	21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676863187402	Amy Foster	Alorica_Duvall_L	CTE_Credit	Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 11:04:47 AM	21 Jul, 2025 11:25:00 AM	18 Jul, 2025 02:39:27 PM	0:08:57	75	External
676862952352	Kailyn Broussard	Alorica_Reed_S	CTE_Res_Billing	Wall Jennifer	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	Electric	21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352	Kailyn Broussard	Alorica_Reed_S	CTE_Res_Billing	Wall Jennifer	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	Yes	21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352	Kailyn Broussard	Alorica_Reed_S	CTE_Res_Billing	Wall Jennifer	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	No	21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352	Kailyn Broussard	Alorica_Reed_S	CTE_Res_Billing	Wall Jennifer	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	2.2 We had an opportunity to verify the full service address. Minute marker 00.18.	21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	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
676862952352	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	[redacted]	21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676862952352			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Jul, 2025 11:09:51 AM	21 Jul, 2025 11:25:27 AM	16 Jul, 2025 09:15:42 PM	0:11:22	90	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863236362			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Jul, 2025 11:29:44 AM	21 Jul, 2025 11:36:43 AM	18 Jul, 2025 05:50:07 PM	0:05:35	95	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			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		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			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		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			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		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863271070			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 11:40:26 AM	21 Jul, 2025 12:03:17 PM	18 Jul, 2025 07:52:08 PM	0:09:24	70	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	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
676863244043	[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 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT 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 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		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 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863244043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 11:42:14 AM	21 Jul, 2025 12:03:20 PM	18 Jul, 2025 06:10:47 PM	0:17:04	100	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			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 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			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 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			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 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863281998			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 12:09:19 PM	21 Jul, 2025 12:18:26 PM	18 Jul, 2025 08:38:08 PM	0:09:58	95	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT 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 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	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
676863283413	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		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 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676863283413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 12:36:24 PM	21 Jul, 2025 12:54:09 PM	18 Jul, 2025 08:47:35 PM	0:10:58	65	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			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		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			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		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			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		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676862944825			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 12:37:37 PM	21 Jul, 2025 12:58:11 PM	16 Jul, 2025 08:21:28 PM	0:12:48	60	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT 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 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	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
676863179859	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		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 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863179859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 01:12:20 PM	21 Jul, 2025 01:16:54 PM	18 Jul, 2025 02:15:04 PM	0:10:18	90	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT 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 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		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 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863166413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 01:34:42 PM	21 Jul, 2025 01:36:53 PM	18 Jul, 2025 01:30:27 PM	0:11:16	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT 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 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		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 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External
676863297204			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 02:20:23 PM	21 Jul, 2025 02:30:31 PM	18 Jul, 2025 09:56:32 PM	0:18:01	100	External

Master Contact	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
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT 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 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		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 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863109634	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Jul, 2025 02:29:48 PM	21 Jul, 2025 02:40:22 PM	17 Jul, 2025 08:17:52 PM	0:16:21	70	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT 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 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		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 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863266978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Jul, 2025 02:08:54 PM	21 Jul, 2025 02:43:45 PM	18 Jul, 2025 07:40:53 PM	0:09:46	55	External
676863169563	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	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
676863169563	[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]	21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT 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 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		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 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863169563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 02:42:30 PM	21 Jul, 2025 02:58:13 PM	18 Jul, 2025 01:38:56 PM	0:12:35	85	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT 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 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		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 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863395911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 02:47:26 PM	21 Jul, 2025 03:00:37 PM	21 Jul, 2025 02:01:05 PM	0:11:26	100	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT 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 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	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
676863287210	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		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 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863287210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 02:50:39 PM	21 Jul, 2025 03:02:36 PM	18 Jul, 2025 09:02:47 PM	0:11:36	95	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT 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 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		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 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863214295			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 02:32:11 PM	21 Jul, 2025 03:18:04 PM	18 Jul, 2025 04:25:55 PM	0:11:40	80	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT 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 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	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
676863285678	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		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 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863285678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 03:17:06 PM	21 Jul, 2025 03:18:42 PM	18 Jul, 2025 08:57:51 PM	0:15:17	100	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT 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 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		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 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863368362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 03:21:23 PM	21 Jul, 2025 03:30:25 PM	21 Jul, 2025 12:32:10 PM	0:10:34	95	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			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 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			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 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	the	21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	nt e	21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863223227			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 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	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
676863223227	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	21 Jul, 2025 03:57:18 PM	21 Jul, 2025 04:07:08 PM	18 Jul, 2025 04:54:47 PM	0:11:12	90	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT 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 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		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 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863380951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 04:07:30 PM	21 Jul, 2025 04:08:15 PM	21 Jul, 2025 01:27:52 PM	0:15:22	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT 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 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		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 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863370307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 04:32:21 PM	21 Jul, 2025 04:35:17 PM	21 Jul, 2025 12:40:43 PM	0:10:46	95	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	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
676863211924	[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	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT 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 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		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 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863211924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Jul, 2025 04:29:19 PM	21 Jul, 2025 04:38:58 PM	18 Jul, 2025 04:13:00 PM	0:11:02	85	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT 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 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		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 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863262578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Jul, 2025 04:15:32 PM	21 Jul, 2025 04:39:38 PM	18 Jul, 2025 07:23:29 PM	0:16:48	95	External
676863428388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388			CTE_Credit		Alorica - CT 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 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External

Master Contact	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
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		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 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863428388	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Jul, 2025 04:52:33 PM	21 Jul, 2025 05:05:32 PM	21 Jul, 2025 03:32:01 PM	0:14:13	80	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT 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 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		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 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863123355	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Jul, 2025 04:56:17 PM	21 Jul, 2025 05:07:36 PM	17 Jul, 2025 09:19:51 PM	0:10:09	90	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	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 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	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 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	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
676863383364	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364			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 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863383364			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 04:44:31 PM	21 Jul, 2025 05:18:47 PM	21 Jul, 2025 01:30:29 PM	0:14:59	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT 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 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		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 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863192328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 04:59:49 PM	21 Jul, 2025 05:33:47 PM	18 Jul, 2025 02:59:43 PM	0:12:27	80	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT 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 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	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
676863214209	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		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 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863214209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 05:29:51 PM	21 Jul, 2025 05:36:15 PM	18 Jul, 2025 04:19:56 PM	0:11:30	100	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT 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 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		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 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863399601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 05:27:26 PM	21 Jul, 2025 05:52:42 PM	21 Jul, 2025 02:10:20 PM	0:27:02	90	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT 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 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		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 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863411726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 05:56:18 PM	21 Jul, 2025 06:00:31 PM	21 Jul, 2025 02:46:23 PM	0:09:04	100	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863438547	[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]	21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT 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 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		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 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863438547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 06:12:11 PM	21 Jul, 2025 06:23:02 PM	21 Jul, 2025 04:02:07 PM	0:09:25	85	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			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 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			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 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			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 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863473628			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 06:21:37 PM	21 Jul, 2025 06:23:24 PM	21 Jul, 2025 05:46:50 PM	0:09:54	95	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT 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 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	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
676863419867	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		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 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863419867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 05:57:02 PM	21 Jul, 2025 06:32:29 PM	21 Jul, 2025 03:06:09 PM	0:13:54	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT 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 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863476398			CTE_Credit		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 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	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
676863476398	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	21 Jul, 2025 06:36:07 PM	21 Jul, 2025 06:50:05 PM	21 Jul, 2025 05:55:39 PM	0:16:19	65	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT 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 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		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 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863225272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 06:39:46 PM	21 Jul, 2025 06:50:55 PM	18 Jul, 2025 05:02:08 PM	0:07:16	85	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			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		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			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		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			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		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863436778			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 06:21:14 PM	21 Jul, 2025 07:00:38 PM	21 Jul, 2025 03:54:36 PM	0:09:20	100	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT 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 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	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
676863396373	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		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 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676863396373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 06:56:22 PM	21 Jul, 2025 07:17:24 PM	21 Jul, 2025 01:58:39 PM	0:11:48	75	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT 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 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		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 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676862867935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 07:18:49 PM	21 Jul, 2025 07:20:12 PM	16 Jul, 2025 03:30:44 PM	0:11:13	95	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT 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 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	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
676863385993	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863385993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Jul, 2025 06:50:11 PM	21 Jul, 2025 07:25:22 PM	21 Jul, 2025 01:34:23 PM	0:20:15	90	External
676863498489			CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			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		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			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		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			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		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863498489			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Jul, 2025 07:33:59 PM	21 Jul, 2025 07:41:03 PM	21 Jul, 2025 07:03:15 PM	0:07:15	100	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863441848	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	21 Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		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 Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863441848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 07:27:35 PM	21 Jul, 2025 07:47:30 PM	21 Jul, 2025 04:12:50 PM	0:14:44	90	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT 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 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		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 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863427162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 07:35:31 PM	21 Jul, 2025 07:50:32 PM	21 Jul, 2025 03:28:33 PM	0:16:34	95	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT 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 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	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
676863481324	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		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 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863481324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 07:49:20 PM	21 Jul, 2025 08:02:13 PM	21 Jul, 2025 06:13:47 PM	0:12:17	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863226447			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Jul, 2025 08:06:55 PM	21 Jul, 2025 08:08:07 PM	18 Jul, 2025 05:17:36 PM	0:07:41	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863441390			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Jul, 2025 08:25:28 PM	21 Jul, 2025 08:27:14 PM	21 Jul, 2025 04:39:06 PM	0:07:59	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			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		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			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		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			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		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863445982			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 08:38:45 PM	21 Jul, 2025 08:56:36 PM	21 Jul, 2025 04:23:47 PM	0:12:48	100	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	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
676863149136	[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]	21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT 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 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		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 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863149136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 09:10:00 PM	21 Jul, 2025 09:13:23 PM	18 Jul, 2025 12:04:22 PM	0:19:59	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			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		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			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		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			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		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863452514			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Jul, 2025 09:17:53 PM	21 Jul, 2025 09:27:27 PM	21 Jul, 2025 04:41:38 PM	0:10:54	95	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			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		21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			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		21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	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
676863531232	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			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	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863531232			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 Jul, 2025 09:40:05 PM	21 Jul, 2025 09:55:52 PM	21 Jul, 2025 08:42:16 PM	0:12:09	90	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT 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 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		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 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863543776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Jul, 2025 10:09:49 AM	22 Jul, 2025 10:14:01 AM	21 Jul, 2025 09:36:53 PM	0:09:08	95	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT 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 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	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
676863369070	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		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 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863369070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 10:20:03 AM	22 Jul, 2025 10:26:47 AM	21 Jul, 2025 12:47:53 PM	0:15:50	90	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT 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 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		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 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863434274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 10:51:55 AM	22 Jul, 2025 11:04:25 AM	21 Jul, 2025 03:48:04 PM	0:10:45	85	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT 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 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		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 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863408768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 11:05:09 AM	22 Jul, 2025 11:07:43 AM	21 Jul, 2025 02:39:24 PM	0:12:18	95	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	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
676863529762	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT 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 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		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 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863529762			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 11:22:09 AM	22 Jul, 2025 11:27:21 AM	21 Jul, 2025 08:44:15 PM	0:08:42	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT 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 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
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676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
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676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		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 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863486190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 11:20:44 AM	22 Jul, 2025 11:36:44 AM	21 Jul, 2025 06:30:16 PM	0:13:43	100	External
676863537636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636			CTE_Credit		Alorica - CT 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 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	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
676863537636		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
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676863537636		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636		CTE_Credit		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 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863537636		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 12:06:04 PM	22 Jul, 2025 12:29:40 PM	21 Jul, 2025 09:12:19 PM	0:10:10	95	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT 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 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
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676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		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 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863413241		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 01:24:24 PM	22 Jul, 2025 01:25:23 PM	21 Jul, 2025 02:47:21 PM	0:14:28	100	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT 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 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
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676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	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
676863368091	[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 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863368091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 01:29:40 PM	22 Jul, 2025 01:35:06 PM	21 Jul, 2025 12:32:27 PM	0:10:21	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT 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 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		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 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
676863540011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 01:06:00 PM	22 Jul, 2025 01:36:48 PM	21 Jul, 2025 09:19:47 PM	0:10:00	95	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
677928579667			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Jul, 2025 01:36:52 PM	22 Jul, 2025 01:45:06 PM	22 Jul, 2025 01:18:17 PM	0:07:48	100	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT 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 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	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
676863549105	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		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 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863549105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 01:37:43 PM	22 Jul, 2025 01:54:07 PM	21 Jul, 2025 09:59:45 PM	0:09:23	75	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT 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 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		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 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863493641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 01:31:45 PM	22 Jul, 2025 01:58:31 PM	21 Jul, 2025 06:53:19 PM	0:16:12	90	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT 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 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 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
676863151342	[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]	22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		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 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863151342			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 01:42:22 PM	22 Jul, 2025 01:59:39 PM	18 Jul, 2025 12:19:10 PM	0:10:41	95	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT 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 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ts	22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ck be	22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	e	22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		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 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863521467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 01:54:42 PM	22 Jul, 2025 02:01:55 PM	21 Jul, 2025 08:10:59 PM	0:16:09	85	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT 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 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		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 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863370963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 01:59:39 PM	22 Jul, 2025 02:08:10 PM	21 Jul, 2025 12:54:30 PM	0:11:33	100	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	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
676863483952	[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	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			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	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			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	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			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	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
676863483952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Jul, 2025 02:01:52 PM	22 Jul, 2025 02:22:20 PM	21 Jul, 2025 06:18:50 PM	0:11:19	45	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT 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 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		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 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
677928580558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Jul, 2025 02:18:18 PM	22 Jul, 2025 02:29:33 PM	22 Jul, 2025 01:22:35 PM	0:10:11	90	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	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
676863526269	[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 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		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 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863526269			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 02:21:43 PM	22 Jul, 2025 02:36:40 PM	21 Jul, 2025 08:28:21 PM	0:09:30	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT 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 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		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 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863475054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 02:36:49 PM	22 Jul, 2025 02:38:29 PM	21 Jul, 2025 06:14:11 PM	0:13:19	100	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT 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 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Questio		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863484028	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		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 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863484028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 02:42:11 PM	22 Jul, 2025 02:51:09 PM	21 Jul, 2025 06:21:09 PM	0:11:18	95	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT 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 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e	22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		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 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863540108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 02:39:13 PM	22 Jul, 2025 03:01:19 PM	21 Jul, 2025 09:19:30 PM	0:10:21	90	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863432306			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Jul, 2025 03:22:31 PM	22 Jul, 2025 03:29:09 PM	21 Jul, 2025 03:58:24 PM	0:07:21	85	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	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
676863454655	[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	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		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 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
676863454655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Jul, 2025 02:47:36 PM	22 Jul, 2025 03:29:40 PM	21 Jul, 2025 04:50:09 PM	0:11:30	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			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	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			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	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			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	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Jul, 2025 03:05:24 PM	22 Jul, 2025 03:43:54 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT 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 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863435548	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		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 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863435548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 02:59:16 PM	22 Jul, 2025 04:00:12 PM	21 Jul, 2025 03:53:12 PM	0:21:14	85	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT 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 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		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 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863446565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 03:58:50 PM	22 Jul, 2025 04:04:17 PM	21 Jul, 2025 04:28:20 PM	0:10:27	100	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			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		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			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		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	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
676863510149		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149		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		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863510149		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 03:58:44 PM	22 Jul, 2025 04:13:42 PM	21 Jul, 2025 07:38:43 PM	0:08:53	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT 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 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		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 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863430746		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 03:59:39 PM	22 Jul, 2025 04:14:17 PM	21 Jul, 2025 03:37:05 PM	0:11:50	90	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		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		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		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		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	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
676863514284	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284			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		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863514284			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 04:14:29 PM	22 Jul, 2025 04:23:47 PM	21 Jul, 2025 07:53:06 PM	0:06:30	50	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT 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 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		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 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676863532603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 04:19:19 PM	22 Jul, 2025 04:31:14 PM	21 Jul, 2025 08:47:31 PM	0:10:59	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT 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 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	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
676862882128	[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 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
676862882128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 05:18:59 PM	22 Jul, 2025 05:22:50 PM	16 Jul, 2025 04:21:56 PM	0:40:08	100	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT 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 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		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 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928625080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 05:28:12 PM	22 Jul, 2025 05:36:55 PM	22 Jul, 2025 03:38:24 PM	0:08:52	75	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT 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 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		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 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928617619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 04:20:41 PM	22 Jul, 2025 05:45:18 PM	22 Jul, 2025 03:13:42 PM	0:21:21	100	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	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
677928653413	[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]	22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT 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 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		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 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928653413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 05:51:09 PM	22 Jul, 2025 05:57:24 PM	22 Jul, 2025 05:19:57 PM	0:12:48	95	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT 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 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		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 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
677928621302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 05:49:30 PM	22 Jul, 2025 06:07:45 PM	22 Jul, 2025 03:26:24 PM	0:15:46	100	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
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676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT 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 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863463416	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
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676863463416			CTE_Credit		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 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
676863463416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 06:09:03 PM	22 Jul, 2025 06:17:32 PM	21 Jul, 2025 05:19:53 PM	0:10:53	95	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT 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 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
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677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		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 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928596527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 06:15:40 PM	22 Jul, 2025 06:20:54 PM	22 Jul, 2025 02:11:18 PM	0:09:46	100	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			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		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			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		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
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677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	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
677928584786	[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 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			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		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928584786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 06:26:29 PM	22 Jul, 2025 06:37:56 PM	22 Jul, 2025 01:25:25 PM	0:13:54	95	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			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 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			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 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			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 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928602253			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 06:56:37 PM	22 Jul, 2025 07:00:00 PM	22 Jul, 2025 02:24:15 PM	0:12:34	100	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT 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 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		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 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
677928618176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 06:51:08 PM	22 Jul, 2025 07:26:14 PM	22 Jul, 2025 03:16:04 PM	0:17:25	90	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863471585	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT 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 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		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 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863471585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 07:07:39 PM	22 Jul, 2025 07:30:27 PM	21 Jul, 2025 05:41:57 PM	0:15:50	100	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT 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 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		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 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863364066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 07:39:03 PM	22 Jul, 2025 07:46:17 PM	21 Jul, 2025 12:06:39 PM	0:17:43	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT 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 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	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
676863538935	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		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 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
676863538935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 07:42:27 PM	22 Jul, 2025 07:49:09 PM	21 Jul, 2025 09:18:32 PM	0:18:28	95	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT 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 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		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 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928677811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 08:02:36 PM	22 Jul, 2025 08:14:46 PM	22 Jul, 2025 06:43:22 PM	0:14:49	70	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			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		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			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		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	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
677928636108	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			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		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928636108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 08:14:07 PM	22 Jul, 2025 08:15:38 PM	22 Jul, 2025 04:14:39 PM	0:04:28	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			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		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			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		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			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		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928689973			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 08:17:58 PM	22 Jul, 2025 08:19:04 PM	22 Jul, 2025 07:20:22 PM	0:11:20	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			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		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			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		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			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		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928683775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 08:20:42 PM	22 Jul, 2025 08:21:49 PM	22 Jul, 2025 06:58:55 PM	0:14:19	100	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	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
677928596514	[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]	22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT 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 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		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 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928596514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 07:57:20 PM	22 Jul, 2025 08:23:30 PM	22 Jul, 2025 02:09:46 PM	0:10:09	70	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT 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 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		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 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	100	External
677928575469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 08:28:30 PM	22 Jul, 2025 08:34:01 PM	22 Jul, 2025 01:12:17 PM	0:05:03	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
676863522473	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT 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 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		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 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863522473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Jul, 2025 08:39:34 PM	22 Jul, 2025 08:44:56 PM	21 Jul, 2025 08:19:33 PM	0:16:52	85	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT 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 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		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 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
676863392748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Jul, 2025 08:31:09 PM	22 Jul, 2025 08:49:19 PM	21 Jul, 2025 01:49:41 PM	0:13:13	100	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	text	22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	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
677928594971	[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 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		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 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
677928594971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 09:50:48 PM	22 Jul, 2025 10:03:12 PM	22 Jul, 2025 02:01:39 PM	0:11:56	95	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT 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 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		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 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
676863484337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 10:03:17 PM	22 Jul, 2025 10:06:13 PM	21 Jul, 2025 06:22:37 PM	0:15:40	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			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		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			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		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	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
677928711241	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241	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		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
677928711241	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 10:03:29 PM	22 Jul, 2025 10:10:53 PM	22 Jul, 2025 08:40:56 PM	0:13:53	100	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	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 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	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 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	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 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
676863548476	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 10:12:47 PM	22 Jul, 2025 10:24:57 PM	21 Jul, 2025 09:57:19 PM	0:15:53	80	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT 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 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	External
677928708018	CTE_Credit		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 Jul, 2025 10:30:11 PM	22 Jul, 2025 10:43:24 PM	22 Jul, 2025 08:29:09 PM	0:15:57	45	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
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676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			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		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			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		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			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		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863530780			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 10:10:55 PM	22 Jul, 2025 10:51:17 PM	21 Jul, 2025 08:42:10 PM	0:17:09	85	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			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 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			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 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			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 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863440476			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Jul, 2025 11:22:32 PM	22 Jul, 2025 11:23:37 PM	21 Jul, 2025 04:05:46 PM	0:17:55	100	External
676863417362			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			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 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			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 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	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
676863417362	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			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 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
676863417362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Jul, 2025 11:55:44 PM	22 Jul, 2025 11:57:39 PM	21 Jul, 2025 03:00:20 PM	0:13:27	95	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT 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 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		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 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928718520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 Jul, 2025 10:59:01 AM	23 Jul, 2025 11:10:08 AM	22 Jul, 2025 09:15:40 PM	0:10:55	70	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			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 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			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 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	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
677928676213	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			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 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 12:03:00 PM	23 Jul, 2025 12:14:30 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			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 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			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 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			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 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928676213			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 12:16:09 PM	23 Jul, 2025 12:20:00 PM	22 Jul, 2025 06:37:18 PM	0:19:22	90	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			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 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			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 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 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
677928648307	[redacted]	[redacted]	TE_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]	23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928648307			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 12:28:26 PM	23 Jul, 2025 12:37:53 PM	22 Jul, 2025 04:57:24 PM	0:20:18	95	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_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 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_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 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_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 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928696682			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 12:49:29 PM	23 Jul, 2025 12:51:45 PM	22 Jul, 2025 07:45:48 PM	0:12:45	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_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 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_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 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_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 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928680786			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 01:01:25 PM	23 Jul, 2025 01:01:58 PM	22 Jul, 2025 06:49:24 PM	0:16:50	100	External
677928697599			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	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
677928697599	[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]	23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		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 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928697599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 01:06:37 PM	23 Jul, 2025 01:11:29 PM	22 Jul, 2025 07:48:35 PM	0:10:04	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			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 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			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 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			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 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928674671			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 01:20:28 PM	23 Jul, 2025 01:21:07 PM	22 Jul, 2025 06:29:27 PM	0:17:15	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT 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 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	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
677928723528	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		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 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928723528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 01:13:48 PM	23 Jul, 2025 01:22:00 PM	22 Jul, 2025 09:40:07 PM	0:08:36	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT 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 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		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 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928680709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 01:33:28 PM	23 Jul, 2025 01:33:59 PM	22 Jul, 2025 06:51:01 PM	0:10:57	100	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			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 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			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 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
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677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			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 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928682798			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 01:32:40 PM	23 Jul, 2025 01:43:25 PM	22 Jul, 2025 06:59:22 PM	0:09:19	60	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 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
677928712149	[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 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT 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 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		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 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928712149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 01:48:32 PM	23 Jul, 2025 01:56:46 PM	22 Jul, 2025 09:17:08 PM	0:10:08	100	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT 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 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		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 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928763763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 02:04:56 PM	23 Jul, 2025 02:13:15 PM	23 Jul, 2025 01:41:42 PM	0:09:11	80	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT 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 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	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
677928701089	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		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 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928701089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 02:14:22 PM	23 Jul, 2025 02:20:46 PM	22 Jul, 2025 08:00:23 PM	0:09:12	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT 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 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
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677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
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677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		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 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928717551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 02:28:52 PM	23 Jul, 2025 02:37:02 PM	22 Jul, 2025 09:06:56 PM	0:10:52	95	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			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		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			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		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928685945	[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]	23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			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		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928685945			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 04:05:30 PM	23 Jul, 2025 04:23:21 PM	22 Jul, 2025 07:07:18 PM	0:10:45	85	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT 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 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		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 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928772226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 04:26:34 PM	23 Jul, 2025 04:35:57 PM	23 Jul, 2025 02:14:20 PM	0:08:26	70	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			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		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			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		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	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
677928723951	[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]	23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928723951			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 04:34:08 PM	23 Jul, 2025 04:46:12 PM	22 Jul, 2025 09:37:04 PM	0:11:14	95	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT 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 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		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 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928646090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 04:54:20 PM	23 Jul, 2025 05:03:43 PM	22 Jul, 2025 04:51:04 PM	0:09:11	85	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			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		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			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		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			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		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928775279			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 05:02:15 PM	23 Jul, 2025 05:12:50 PM	22 Jul, 2025 02:19:17 PM	0:09:18	100	External
677928807273			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273			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		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	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
677928807273	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		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		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		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		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928807273		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 05:20:57 PM	23 Jul, 2025 05:41:59 PM	23 Jul, 2025 04:07:51 PM	0:10:31	80	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT 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 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		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 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928718517		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 05:51:31 PM	23 Jul, 2025 05:59:20 PM	22 Jul, 2025 09:40:08 PM	0:11:24	85	External
677928576598		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598		CTE_Credit		Alorica - CT 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 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	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
677928576598	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		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 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928576598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 Jul, 2025 05:23:21 PM	23 Jul, 2025 06:43:55 PM	22 Jul, 2025 01:04:23 PM	0:20:33	95	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT 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 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		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 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
677928768665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 Jul, 2025 06:51:45 PM	23 Jul, 2025 07:05:14 PM	23 Jul, 2025 02:02:29 PM	0:15:00	90	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT 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 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	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
676863530315	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		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 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
676863530315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 07:03:58 PM	23 Jul, 2025 07:25:45 PM	21 Jul, 2025 08:37:46 PM	0:23:23	85	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT 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 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		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 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928754492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 08:30:12 PM	23 Jul, 2025 08:32:08 PM	23 Jul, 2025 01:10:40 PM	0:10:21	100	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			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 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			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 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	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
677928745669		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669		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 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928745669		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 09:29:34 PM	23 Jul, 2025 09:32:57 PM	23 Jul, 2025 12:31:01 PM	0:12:25	90	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT 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 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		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 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
677928796476		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Jul, 2025 10:09:59 PM	23 Jul, 2025 10:23:36 PM	23 Jul, 2025 03:37:31 PM	0:08:50	65	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT 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 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	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
676863429717	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717			CTE_Credit		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 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
676863429717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 Jul, 2025 10:46:45 PM	23 Jul, 2025 10:54:41 PM	21 Jul, 2025 03:37:24 PM	0:08:13	95	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT 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 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		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 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928808314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 Jul, 2025 11:39:59 PM	23 Jul, 2025 11:51:24 PM	23 Jul, 2025 04:13:14 PM	0:10:59	100	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		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 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
677928642285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jul, 2025 12:39:46 AM	24 Jul, 2025 12:43:19 AM	22 Jul, 2025 04:41:16 PM	0:15:25	90	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	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
676863542180	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		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 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
676863542180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 01:56:54 AM	24 Jul, 2025 02:09:22 AM	21 Jul, 2025 09:32:06 PM	0:16:50	85	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		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 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928826358			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 10:11:26 AM	24 Jul, 2025 10:16:51 AM	23 Jul, 2025 05:19:32 PM	0:07:30	100	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 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
677928747762	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	4 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		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 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928747762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 Jul, 2025 11:22:11 AM	24 Jul, 2025 11:31:55 AM	23 Jul, 2025 01:00:18 PM	0:09:31	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT 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 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		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 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928800083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 Jul, 2025 11:02:16 AM	24 Jul, 2025 11:32:56 AM	23 Jul, 2025 03:45:43 PM	0:08:25	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT 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 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	ye		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	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
677928670928	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	24 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		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 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928670928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 11:46:31 AM	24 Jul, 2025 11:52:42 AM	22 Jul, 2025 06:41:38 PM	0:07:15	95	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			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		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			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		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			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		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928866996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 11:53:04 AM	24 Jul, 2025 11:55:44 AM	23 Jul, 2025 08:02:01 PM	0:14:54	100	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	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
677928852663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		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 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928852663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jul, 2025 11:14:30 AM	24 Jul, 2025 12:00:48 PM	23 Jul, 2025 07:06:03 PM	0:07:31	95	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			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	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			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	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			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	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928774078			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jul, 2025 12:12:22 PM	24 Jul, 2025 12:17:10 PM	23 Jul, 2025 02:36:46 PM	0:16:22	90	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		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 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928746845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jul, 2025 12:04:01 PM	24 Jul, 2025 12:26:24 PM	23 Jul, 2025 12:36:15 PM	0:16:17	100	External
677928822784			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	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
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		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		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		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		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		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		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928822784		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 12:24:31 PM	24 Jul, 2025 12:27:27 PM	23 Jul, 2025 05:04:49 PM	0:12:45	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		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		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		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		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		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		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928857461		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 12:06:16 PM	24 Jul, 2025 12:28:19 PM	23 Jul, 2025 07:20:44 PM	0:09:49	95	External
677928574672		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672		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		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672		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		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	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
677928574672	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			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		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928574672			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 12:44:33 PM	24 Jul, 2025 12:46:25 PM	22 Jul, 2025 12:44:41 PM	0:21:48	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			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		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			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		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			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		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928882632			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 12:32:17 PM	24 Jul, 2025 12:47:51 PM	23 Jul, 2025 08:58:59 PM	0:20:43	95	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	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
677928766486	[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]	24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		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 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928766486			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 12:47:37 PM	24 Jul, 2025 12:57:27 PM	23 Jul, 2025 01:54:24 PM	0:09:21	100	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			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		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			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		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			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		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928821990			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 12:54:07 PM	24 Jul, 2025 12:57:56 PM	23 Jul, 2025 05:04:24 PM	0:14:07	95	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		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 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928626575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 12:59:04 PM	24 Jul, 2025 01:09:29 PM	22 Jul, 2025 03:52:21 PM	0:15:25	100	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	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
677928825326	[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	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			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	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			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	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928825326			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jul, 2025 01:12:58 PM	24 Jul, 2025 01:18:37 PM	23 Jul, 2025 05:17:17 PM	0:24:56	85	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		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 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928766715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jul, 2025 01:09:59 PM	24 Jul, 2025 01:21:32 PM	23 Jul, 2025 01:53:24 PM	0:11:07	100	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	80	External
677928838799			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	24 Jul, 2025 01:22:34 PM	24 Jul, 2025 01:41:11 PM	23 Jul, 2025 06:15:19 PM	0:11:40	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
677928680242	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			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		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			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		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			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		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928680242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		24 Jul, 2025 01:38:36 PM	24 Jul, 2025 01:42:13 PM	22 Jul, 2025 06:49:32 PM	0:16:27	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare		24 Jul, 2025 02:36:06 PM	24 Jul, 2025 02:49:12 PM	23 Jul, 2025 07:59:09 PM	0:09:59	100	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	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
677928911084	[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]	24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		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 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928911084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 02:22:49 PM	24 Jul, 2025 02:49:18 PM	24 Jul, 2025 12:34:51 PM	0:16:48	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		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 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
677928873349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 02:48:08 PM	24 Jul, 2025 02:56:08 PM	23 Jul, 2025 08:21:53 PM	0:12:54	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1			24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		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 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
676863365733			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 03:12:36 PM	24 Jul, 2025 03:35:13 PM	21 Jul, 2025 12:13:07 PM	0:13:49	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	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
677928860862	[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]	24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		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 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928860862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 03:33:22 PM	24 Jul, 2025 03:39:02 PM	23 Jul, 2025 07:34:40 PM	0:14:00	95	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		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 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928854631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 03:45:00 PM	24 Jul, 2025 03:47:52 PM	23 Jul, 2025 07:25:21 PM	0:09:09	100	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	95	External
677928947555			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Jul, 2025 03:55:08 PM	24 Jul, 2025 04:01:17 PM	24 Jul, 2025 02:58:14 PM	0:28:00	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
677928951082	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		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 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
677928951082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 04:03:31 PM	24 Jul, 2025 04:11:20 PM	24 Jul, 2025 03:03:36 PM	0:07:14	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
676863240984			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Jul, 2025 04:14:11 PM	24 Jul, 2025 04:15:55 PM	18 Jul, 2025 06:16:34 PM	0:11:15	100	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1			24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928949514	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		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 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
677928949514			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 04:12:02 PM	24 Jul, 2025 04:27:45 PM	24 Jul, 2025 03:01:43 PM	0:09:37	80	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		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 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676863460205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 04:06:01 PM	24 Jul, 2025 04:35:09 PM	21 Jul, 2025 05:09:38 PM	0:17:15	90	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		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 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
676861713957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 04:34:26 PM	24 Jul, 2025 04:38:03 PM	08 Jul, 2025 03:25:46 PM	0:04:30	100	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	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
677928953835	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
677928953835			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	24 Jul, 2025 04:30:18 PM	24 Jul, 2025 04:39:35 PM	24 Jul, 2025 03:15:24 PM	0:09:05	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		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 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862558394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jul, 2025 04:38:24 PM	24 Jul, 2025 04:46:12 PM	14 Jul, 2025 06:37:39 PM	0:05:01	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			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	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			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	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676862175939			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	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	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
676862175939	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	[redacted]	24 Jul, 2025 04:47:44 PM	24 Jul, 2025 04:50:48 PM	10 Jul, 2025 08:02:51 PM	0:04:10	90	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textar		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textar		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676863225156			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textar		24 Jul, 2025 04:49:26 PM	24 Jul, 2025 05:05:00 PM	18 Jul, 2025 05:12:50 PM	0:09:47	85	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textar		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textar		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861617962			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textar		24 Jul, 2025 05:13:41 PM	24 Jul, 2025 05:18:04 PM	07 Jul, 2025 08:42:00 PM	0:04:24	100	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		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 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
676861724676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		24 Jul, 2025 05:19:08 PM	24 Jul, 2025 05:23:49 PM	08 Jul, 2025 03:57:36 PM	0:04:27	95	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	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
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		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 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
651781222614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 05:30:19 PM	24 Jul, 2025 05:35:49 PM	03 Jul, 2025 07:19:43 PM	0:05:33	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
677928866713			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Jul, 2025 05:27:35 PM	24 Jul, 2025 05:42:53 PM	23 Jul, 2025 07:59:09 PM	0:09:59	90	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780956352			CTE_Credit		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 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	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
651780956352	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	24 Jul, 2025 05:38:55 PM	24 Jul, 2025 05:43:13 PM	02 Jul, 2025 03:06:22 PM	0:04:14	85	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		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 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
651780927763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 05:45:25 PM	24 Jul, 2025 05:47:42 PM	02 Jul, 2025 01:34:26 PM	0:04:18	100	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			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		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			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		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			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		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862094938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 05:48:39 PM	24 Jul, 2025 05:52:15 PM	10 Jul, 2025 03:24:21 PM	0:04:48	95	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	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
676862465469	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		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 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
676862465469			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 05:53:22 PM	24 Jul, 2025 05:58:41 PM	14 Jul, 2025 02:04:40 PM	0:04:48	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
677928958134			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Jul, 2025 05:45:49 PM	24 Jul, 2025 06:39:16 PM	24 Jul, 2025 03:37:16 PM	0:08:20	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		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 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
676862700436			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 07:03:46 PM	24 Jul, 2025 07:09:46 PM	15 Jul, 2025 04:03:47 PM	0:04:12	85	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	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
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Jul, 2025 06:59:04 PM	24 Jul, 2025 07:13:02 PM	23 Jul, 2025 07:39:37 PM	0:08:37	90	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			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		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			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		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			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		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
676861716095			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 07:18:10 PM	24 Jul, 2025 07:24:54 PM	08 Jul, 2025 03:32:16 PM	0:04:16	45	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677929004627			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Jul, 2025 07:28:21 PM	24 Jul, 2025 07:36:52 PM	24 Jul, 2025 06:38:09 PM	0:09:36	100	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			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		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			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		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	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
677928890436	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			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		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928890436			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 07:54:32 PM	24 Jul, 2025 08:00:16 PM	23 Jul, 2025 09:35:22 PM	0:09:05	60	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		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 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928981737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 08:18:10 PM	24 Jul, 2025 08:25:53 PM	24 Jul, 2025 04:59:15 PM	0:11:03	85	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	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
677928967194	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		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 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928967194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jul, 2025 08:31:22 PM	24 Jul, 2025 08:36:53 PM	24 Jul, 2025 04:07:23 PM	0:15:42	95	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			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	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			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	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			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	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928870070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	24 Jul, 2025 08:38:15 PM	24 Jul, 2025 08:47:34 PM	23 Jul, 2025 08:07:08 PM	0:07:33	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	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
677928841668	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		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 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928841668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 08:36:29 PM	24 Jul, 2025 08:50:01 PM	23 Jul, 2025 06:21:43 PM	0:11:10	90	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			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		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			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		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			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		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928939686			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 09:39:04 PM	24 Jul, 2025 09:48:35 PM	24 Jul, 2025 02:41:15 PM	0:18:27	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		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 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	100	External
677928749844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 09:50:58 PM	24 Jul, 2025 09:52:40 PM	23 Jul, 2025 12:51:26 PM	0:10:08	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
677928910773	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		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 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
677928910773			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 10:11:25 PM	24 Jul, 2025 10:15:11 PM	24 Jul, 2025 12:23:50 PM	0:16:18	100	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		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 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
676863377024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 10:26:06 PM	24 Jul, 2025 10:29:01 PM	21 Jul, 2025 01:06:49 PM	0:10:36	95	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	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
677928753391	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		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 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
677928753391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Jul, 2025 10:45:10 PM	24 Jul, 2025 10:59:03 PM	23 Jul, 2025 01:03:52 PM	0:10:58	65	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
676863460208			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Jul, 2025 12:52:58 AM	25 Jul, 2025 01:01:38 AM	21 Jul, 2025 05:17:12 PM	0:05:38	100	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	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
677928741464	[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]	25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928741464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 10:17:35 AM	25 Jul, 2025 10:22:24 AM	23 Jul, 2025 12:05:32 PM	0:10:31	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928745306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 11:09:16 AM	25 Jul, 2025 11:19:00 AM	23 Jul, 2025 12:29:46 PM	0:07:52	95	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677928861407			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Jul, 2025 12:29:35 PM	25 Jul, 2025 12:40:17 PM	23 Jul, 2025 07:39:37 PM	0:08:37	100	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929070325			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Jul, 2025 12:46:44 PM	25 Jul, 2025 01:01:27 PM	25 Jul, 2025 12:11:37 PM	0:08:58	85	External
677929069135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	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
677929069135	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	t the and long	25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ent	25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677929069135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 01:18:11 PM	25 Jul, 2025 01:29:25 PM	25 Jul, 2025 12:04:53 PM	0:08:46	85	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	erify dress	25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		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		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		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		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	ery	25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ing:	25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		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		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	External
677928908835		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 01:27:37 PM	25 Jul, 2025 01:35:38 PM	24 Jul, 2025 12:05:13 PM	0:11:07	70	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
677928971201	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			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		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			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		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			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		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677928971201			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 11:52:12 AM	25 Jul, 2025 01:42:46 PM	24 Jul, 2025 04:14:46 PM	0:13:57	75	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929074946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 01:58:51 PM	25 Jul, 2025 02:11:38 PM	25 Jul, 2025 12:39:09 PM	0:09:25	90	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	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
677929045805	[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]	25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			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		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			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		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677929045805			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 02:10:26 PM	25 Jul, 2025 02:19:38 PM	24 Jul, 2025 09:06:58 PM	0:07:32	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928924553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 02:20:36 PM	25 Jul, 2025 02:24:40 PM	24 Jul, 2025 01:24:17 PM	0:07:34	100	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928996541	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928996541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 01:56:49 PM	25 Jul, 2025 02:35:19 PM	24 Jul, 2025 05:53:59 PM	0:10:21	90	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928871555		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 02:33:45 PM	25 Jul, 2025 02:40:00 PM	23 Jul, 2025 08:12:06 PM	0:09:16	100	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		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		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		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		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	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
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		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		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677928601659		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 02:41:33 PM	25 Jul, 2025 02:46:37 PM	22 Jul, 2025 02:23:52 PM	0:12:03	80	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		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		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		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		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		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		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929046462		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 02:41:21 PM	25 Jul, 2025 02:48:34 PM	24 Jul, 2025 09:11:01 PM	0:07:32	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929004098		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Jul, 2025 02:13:13 PM	25 Jul, 2025 02:51:18 PM	24 Jul, 2025 06:34:32 PM	0:16:07	100	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		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		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		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		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	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
677929070111	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111	[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]	25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929070111	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	25 Jul, 2025 02:50:59 PM	25 Jul, 2025 02:59:15 PM	25 Jul, 2025 12:10:00 PM	0:11:22	95	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[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]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[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]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[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]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[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]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[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]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929012975	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	25 Jul, 2025 02:28:32 PM	25 Jul, 2025 03:01:25 PM	24 Jul, 2025 07:02:03 PM	0:10:22	80	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[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]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[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]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[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]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	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
677929094316	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316			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		25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929094316			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 02:58:35 PM	25 Jul, 2025 03:12:50 PM	25 Jul, 2025 02:04:25 PM	0:10:55	100	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
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677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677929048989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:14:58 PM	25 Jul, 2025 03:32:47 PM	24 Jul, 2025 09:25:13 PM	0:16:40	90	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	95	External
677928908387			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 03:19:00 PM	25 Jul, 2025 03:34:21 PM	24 Jul, 2025 12:03:08 PM	0:14:39	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
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676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			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		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			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		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			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		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676862008690			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:31:47 PM	25 Jul, 2025 03:36:27 PM	09 Jul, 2025 08:55:20 PM	0:04:40	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
676863154159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:36:44 PM	25 Jul, 2025 03:43:17 PM	18 Jul, 2025 12:30:39 PM	0:04:48	95	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
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677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	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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677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
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677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
677928760763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:40:02 PM	25 Jul, 2025 03:47:00 PM	23 Jul, 2025 01:34:53 PM	0:09:56	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
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676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
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676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
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676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
676863238805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:45:27 PM	25 Jul, 2025 03:51:20 PM	18 Jul, 2025 05:50:59 PM	0:04:58	85	External
677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
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677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			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		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			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		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
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677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
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677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	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
677929041868	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			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		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929041868			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:37:54 PM	25 Jul, 2025 04:05:35 PM	24 Jul, 2025 08:49:14 PM	0:12:42	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929095086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:06:58 PM	25 Jul, 2025 02:20:27 PM	0:08:06	100	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	90	External
677929075444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:00:45 PM	25 Jul, 2025 04:07:04 PM	25 Jul, 2025 12:43:47 PM	0:09:30	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
676862120008	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
676862120008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:54:37 PM	25 Jul, 2025 04:07:40 PM	10 Jul, 2025 04:46:57 PM	0:05:53	95	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
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677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
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677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
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677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
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677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928957669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:39:13 PM	25 Jul, 2025 04:11:01 PM	24 Jul, 2025 03:40:32 PM	0:09:01	85	External
677928757300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	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
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677928757300		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:00:57 PM	25 Jul, 2025 04:14:05 PM	23 Jul, 2025 01:24:07 PM	0:12:27	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		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		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		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		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		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		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677929018540		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:13:16 PM	25 Jul, 2025 04:20:41 PM	24 Jul, 2025 07:18:29 PM	0:12:03	90	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	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
677928988146	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928988146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 03:20:28 PM	25 Jul, 2025 04:24:03 PM	24 Jul, 2025 05:23:11 PM	0:07:38	95	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
677928998385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:18:49 PM	25 Jul, 2025 04:24:07 PM	24 Jul, 2025 05:59:49 PM	0:23:54	90	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	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
651781027614	[redacted]		CTE_Credit		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]	25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651781027614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:19:19 PM	25 Jul, 2025 04:24:07 PM	02 Jul, 2025 07:26:44 PM	0:04:45	95	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
651780785430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:24:52 PM	25 Jul, 2025 04:30:09 PM	01 Jul, 2025 04:37:26 PM	0:04:46	90	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			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		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			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		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			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		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
677929050214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:26:37 PM	25 Jul, 2025 04:37:23 PM	24 Jul, 2025 09:32:23 PM	0:29:56	75	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	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
676863518192	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
676863518192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:40:55 PM	25 Jul, 2025 04:45:45 PM	21 Jul, 2025 08:02:19 PM	0:04:13	95	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			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		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			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		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			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		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
677928911325			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:37:11 PM	25 Jul, 2025 04:53:14 PM	24 Jul, 2025 12:21:12 PM	0:08:18	100	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	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
676862453765	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
676862453765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		25 Jul, 2025 04:46:06 PM	25 Jul, 2025 04:54:34 PM	14 Jul, 2025 01:32:32 PM	0:04:22	85	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
651780721706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		25 Jul, 2025 04:56:25 PM	25 Jul, 2025 04:57:56 PM	01 Jul, 2025 01:37:32 PM	0:04:04	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
677929114664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		25 Jul, 2025 04:53:42 PM	25 Jul, 2025 05:02:05 PM	25 Jul, 2025 03:18:19 PM	0:08:05	100	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	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
676863063724	[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]	25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
676863063724			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:58:20 PM	25 Jul, 2025 05:02:07 PM	17 Jul, 2025 05:24:46 PM	0:04:21	95	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929079410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 05:11:02 PM	25 Jul, 2025 05:18:57 PM	25 Jul, 2025 01:07:17 PM	0:09:53	85	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	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
677929034681	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
677929034681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 04:22:44 PM	25 Jul, 2025 05:29:13 PM	24 Jul, 2025 08:21:02 PM	0:09:33	95	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
676863177441			CTE_Res_Outage		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 05:40:15 PM	25 Jul, 2025 05:43:56 PM	18 Jul, 2025 02:04:27 PM	0:04:02	90	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
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677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
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677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
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677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 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
677929081091	[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]	25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
677929081091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 05:48:42 PM	25 Jul, 2025 05:54:11 PM	25 Jul, 2025 01:31:12 PM	0:09:00	100	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
676862789281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 05:55:40 PM	25 Jul, 2025 05:58:46 PM	15 Jul, 2025 09:34:05 PM	0:04:59	90	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677929105637			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 06:05:18 PM	25 Jul, 2025 06:08:19 PM	25 Jul, 2025 02:49:11 PM	0:08:34	100	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	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
677928569115	[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	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928569115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Jul, 2025 05:49:39 PM	25 Jul, 2025 06:19:11 PM	22 Jul, 2025 12:15:05 PM	0:26:09	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677928968908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Jul, 2025 06:36:12 PM	25 Jul, 2025 06:37:59 PM	24 Jul, 2025 04:10:00 PM	0:16:29	95	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	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
677929077714	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929077714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Jul, 2025 06:59:09 PM	25 Jul, 2025 07:01:56 PM	25 Jul, 2025 12:54:35 PM	0:11:16	85	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677929092895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Jul, 2025 07:13:54 PM	25 Jul, 2025 07:26:14 PM	25 Jul, 2025 02:02:14 PM	0:16:21	80	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment	e	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	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
677928989956	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			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	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928989956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Jul, 2025 07:07:53 PM	25 Jul, 2025 07:30:51 PM	24 Jul, 2025 05:28:23 PM	0:14:10	95	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			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	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			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	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			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	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677928868567			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Jul, 2025 07:22:17 PM	25 Jul, 2025 07:31:08 PM	23 Jul, 2025 08:02:22 PM	0:22:07	85	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677929116181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Jul, 2025 07:37:39 PM	25 Jul, 2025 07:39:34 PM	25 Jul, 2025 03:23:04 PM	0:15:28	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	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
677928943491	[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	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			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	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			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	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			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	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928943491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Jul, 2025 07:33:45 PM	25 Jul, 2025 07:47:29 PM	24 Jul, 2025 02:34:38 PM	0:07:10	95	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677928840168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Jul, 2025 07:47:11 PM	25 Jul, 2025 08:05:13 PM	23 Jul, 2025 06:14:51 PM	0:13:46	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	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
677929143006	[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]	25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			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		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			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		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677929143006			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 08:03:32 PM	25 Jul, 2025 08:16:08 PM	25 Jul, 2025 05:14:31 PM	0:18:33	80	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928833695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 08:25:56 PM	25 Jul, 2025 08:27:25 PM	23 Jul, 2025 06:04:57 PM	0:11:40	90	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			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		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			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		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	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
677928968574	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			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		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677928968574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 08:10:23 PM	25 Jul, 2025 08:30:01 PM	24 Jul, 2025 04:06:21 PM	0:16:24	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929185432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 08:34:56 PM	25 Jul, 2025 08:48:05 PM	25 Jul, 2025 07:49:09 PM	0:19:50	95	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929014788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questi	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929014788	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	25 Jul, 2025 08:52:40 PM	25 Jul, 2025 08:56:10 PM	24 Jul, 2025 07:02:39 PM	0:13:02	90	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1		25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929099757			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	25 Jul, 2025 08:48:02 PM	25 Jul, 2025 09:02:57 PM	25 Jul, 2025 02:33:35 PM	0:07:43	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677929192802			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare	25 Jul, 2025 09:05:49 PM	25 Jul, 2025 09:13:38 PM	25 Jul, 2025 08:50:57 PM	0:05:53	100	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	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
677928987644	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677928987644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 08:55:40 PM	25 Jul, 2025 09:16:52 PM	24 Jul, 2025 05:20:52 PM	0:16:34	85	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677929143868			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Jul, 2025 09:25:43 PM	25 Jul, 2025 09:36:13 PM	25 Jul, 2025 05:46:44 PM	0:07:40	95	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677928878369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 10:00:51 PM	25 Jul, 2025 10:03:15 PM	23 Jul, 2025 08:40:48 PM	0:13:32	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	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
677929156977	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929156977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Jul, 2025 11:34:43 PM	25 Jul, 2025 11:38:35 PM	25 Jul, 2025 06:03:44 PM	0:12:10	90	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929009226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Jul, 2025 12:14:43 AM	26 Jul, 2025 12:19:25 AM	24 Jul, 2025 06:43:31 PM	0:10:30	100	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT 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 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	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
677929185581		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581		CTE_Credit		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 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929185581		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 10:47:17 AM	28 Jul, 2025 10:53:03 AM	25 Jul, 2025 07:45:46 PM	0:10:14	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT 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 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		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 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677929212786		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 11:05:07 AM	28 Jul, 2025 11:11:18 AM	25 Jul, 2025 09:25:38 PM	0:11:02	95	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT 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 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		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 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677928755891		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 11:31:10 AM	28 Jul, 2025 11:35:37 AM	23 Jul, 2025 01:16:06 PM	0:15:40	90	External
677929140938		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	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
677929140938	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT 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 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		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 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677929140938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 11:28:09 AM	28 Jul, 2025 11:40:00 AM	25 Jul, 2025 05:01:22 PM	0:10:52	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT 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 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		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 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928755239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 11:13:05 AM	28 Jul, 2025 11:42:24 AM	23 Jul, 2025 01:16:06 PM	0:09:46	85	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 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
677928822101	[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]	28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		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 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928822101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 11:51:57 AM	28 Jul, 2025 12:16:03 PM	23 Jul, 2025 05:02:36 PM	0:09:00	100	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
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677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT 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 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
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677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
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677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
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677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		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 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677928803432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 12:16:15 PM	28 Jul, 2025 12:24:11 PM	23 Jul, 2025 03:56:12 PM	0:10:22	85	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			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 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			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 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	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
677929186207	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			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 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929186207			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 12:28:48 PM	28 Jul, 2025 12:47:17 PM	25 Jul, 2025 07:44:12 PM	0:11:04	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT 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 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		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 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929035994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 12:38:09 PM	28 Jul, 2025 12:53:49 PM	24 Jul, 2025 09:06:02 PM	0:12:17	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT 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 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929019644			CTE_Credit		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 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	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
677929019644	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	28 Jul, 2025 12:54:18 PM	28 Jul, 2025 12:58:47 PM	24 Jul, 2025 07:21:08 PM	0:11:24	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT 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 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		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 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929292750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 01:03:00 PM	28 Jul, 2025 01:16:41 PM	28 Jul, 2025 12:41:38 PM	0:12:53	100	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT 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 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		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 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929164280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 01:28:01 PM	28 Jul, 2025 01:33:49 PM	25 Jul, 2025 06:30:15 PM	0:09:58	85	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			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 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	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
677929296389	[redacted]	[redacted]	CTE_Credit_Payment	[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	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			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 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929296389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Jul, 2025 01:36:05 PM	28 Jul, 2025 01:49:30 PM	28 Jul, 2025 01:11:45 PM	0:09:06	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT 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 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		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 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929147399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Jul, 2025 01:37:41 PM	28 Jul, 2025 02:06:13 PM	25 Jul, 2025 05:26:12 PM	0:18:07	100	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT 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 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
677929172689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6779291726	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
6779291726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
6779291726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
6779291726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
6779291726			CTE_Credit		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 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
6779291726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 02:09:25 PM	28 Jul, 2025 02:35:16 PM	25 Jul, 2025 07:04:20 PM	0:12:45	95	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779292934			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		28 Jul, 2025 02:35:06 PM	28 Jul, 2025 02:42:47 PM	28 Jul, 2025 12:46:55 PM	0:07:50	100	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			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 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			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 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			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 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779291736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 02:22:14 PM	28 Jul, 2025 02:50:34 PM	25 Jul, 2025 07:01:43 PM	0:09:07	95	External
6779292034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
6779292034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
6779292034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
6779292034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
6779292034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
6779292034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
6779292034			CTE_Credit		Alorica - CT 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 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
6779292034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
6779292034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	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
677929203494	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		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 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929203494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 02:43:11 PM	28 Jul, 2025 02:57:41 PM	25 Jul, 2025 08:53:19 PM	0:14:13	100	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT 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 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		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 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929166325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 02:51:21 PM	28 Jul, 2025 03:03:24 PM	25 Jul, 2025 06:37:27 PM	0:15:04	85	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			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 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			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 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	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
677929309510	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			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 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929309510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 03:07:46 PM	28 Jul, 2025 03:12:53 PM	28 Jul, 2025 01:39:53 PM	0:07:40	100	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT 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 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		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 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929113608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 03:07:17 PM	28 Jul, 2025 03:19:25 PM	25 Jul, 2025 03:17:35 PM	0:15:39	85	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT 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 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		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 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929205403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 03:00:11 PM	28 Jul, 2025 03:27:30 PM	25 Jul, 2025 08:59:16 PM	0:12:58	90	External
677929044499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	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
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT 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 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		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 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677929044499		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		28 Jul, 2025 03:14:19 PM	28 Jul, 2025 03:36:26 PM	24 Jul, 2025 09:02:44 PM	0:12:01	100	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT 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 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		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 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677928855811		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		28 Jul, 2025 03:41:14 PM	28 Jul, 2025 03:55:17 PM	23 Jul, 2025 07:12:13 PM	0:11:40	95	External
677929327571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571		CTE_Credit		Alorica - CT 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 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	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
677929327571	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		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 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929327571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 03:59:28 PM	28 Jul, 2025 04:05:38 PM	28 Jul, 2025 02:19:44 PM	0:10:55	100	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			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 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			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 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			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 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929108649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 04:06:50 PM	28 Jul, 2025 04:12:23 PM	25 Jul, 2025 02:56:48 PM	0:17:00	85	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			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 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			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 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	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
677929159301		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301		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 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929159301		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 03:59:19 PM	28 Jul, 2025 04:25:38 PM	25 Jul, 2025 06:12:25 PM	0:09:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT 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 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		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 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929335846		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 04:20:07 PM	28 Jul, 2025 04:32:56 PM	28 Jul, 2025 02:42:37 PM	0:12:57	100	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT 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 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		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 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929181878		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 04:16:58 PM	28 Jul, 2025 04:33:39 PM	25 Jul, 2025 07:34:30 PM	0:13:42	95	External
677929346136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	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
677929346136	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT 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 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		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 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929346136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 04:03:35 PM	28 Jul, 2025 04:34:02 PM	28 Jul, 2025 03:14:43 PM	0:12:54	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			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 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			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 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			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 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929344066			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 04:34:22 PM	28 Jul, 2025 04:41:18 PM	28 Jul, 2025 03:06:43 PM	0:13:14	75	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	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
677929291905	[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	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT 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 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		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 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929291905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Jul, 2025 03:57:29 PM	28 Jul, 2025 04:52:13 PM	28 Jul, 2025 12:43:56 PM	0:11:15	100	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT 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 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		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 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929100936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 Jul, 2025 04:48:52 PM	28 Jul, 2025 04:52:50 PM	25 Jul, 2025 02:33:40 PM	0:12:30	95	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			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 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			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 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	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
677929321760	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			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 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929321760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 04:40:05 PM	28 Jul, 2025 05:03:25 PM	28 Jul, 2025 02:05:36 PM	0:10:53	80	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT 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 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		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 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929336030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 04:59:15 PM	28 Jul, 2025 05:10:55 PM	28 Jul, 2025 02:45:00 PM	0:18:41	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			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 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			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 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			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 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External
677929366185			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Jul, 2025 05:14:04 PM	28 Jul, 2025 05:16:58 PM	28 Jul, 2025 04:06:23 PM	0:07:03	95	External