Customer Service Week Bingo

Turn a Frown Upside Down - Make an Irate Customer Happy	Advise the customer of the Customer Satisfaction Survey when ending a phone call	Close a 120 dispute	Receive a Rave Review	No RDS's over 5 days on your Worklist (Assigned and Claimed)
Call a customer to acknowledge receipt of their dispute	Share a Best Practice in your team huddle	Obtain a 98% adherence (not including days off)	Ask a customer if they are Very Satisfied with your Service	Send an External Rave Review (other org)
Ask a customer on a phone call "Is there is anything else I can help you with?"	Obtain via phone call valid information or supporting documentation to move forward on a dispute	Manager's Special	Learn something new (work related) to share in your team huddle	Send an Internal Rave Review
Negotiate an Efficiency with a customer	Send an ECard	No Blank Resolvers on your Worklist	Participate in a Customer Service Week Activity	Complete a Qualified Ready Now RDS
Close a 90 dispute	Note RDS/DTS that customer was contacted and expectations were set	Assist With or Take Ownership of an Absent Peer's Work Item	Call a customer and CDWC a Sustain	SME a Peer

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Have No Triage Underway Resolvers on your Worklist	Ask a customer on a phone call "Is there is anything else I can help you with?"	Learn something new (work related) to share in your team huddle	Share a Best Practice in your team huddle	Ask a customer if they are Very Satisfied with your Service
Turn a Frown Upside Down - Make an Irate Customer Happy	Send an Internal Rave Review	Obtain via phone call valid information or supporting documentation to move forward on a dispute	Receive a Rave Review	Note RDS/DTS that customer was contacted and expectations were set
Negotiate an Efficiency with a customer	No RDS's over 5 days on your Worklist (Assigned and Claimed)	Manager's Special	Call a customer to acknowledge receipt of their dispute	Close a 120 dispute
Obtain a 98% adherence (not including days off)	Use the Cube to get a Question Answered	SME a Peer	Send an ECard	Assist With or Take Ownership of an Absent Peer's Work Item
Call a customer and CDWC a Sustain	Participate in a Customer Service Week Activity	Advise the customer of the Customer Satisfaction Survey when ending a phone call	No Blank Resolvers on your Worklist	Warm Transfer a Customer

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Use the Cube to get a Question Answered	Call a customer to close a billing inquiry	Ask a customer on a phone call "Is there is anything else I can help you with?"	SME a Peer	Call a customer to acknowledge receipt of their dispute
Obtain via phone call valid information or supporting documentation to move forward on a dispute	Claim all RDS's in Assigned within 30 minutes of your tour start	Warm Transfer a Customer	Ask a customer if they are Very Satisfied with your Service	Turn a Frown Upside Down - Make an Irate Customer Happy
No Blank Resolvers on your Worklist	Call a customer and CDWC a Sustain	Manager's Special	Receive a Rave Review	Learn something new (work related) to share in your team huddle
Close a 120 dispute	Have No Triage Underway Resolvers on your Worklist	Advise the customer of the Customer Satisfaction Survey when ending a phone call	Close a 90 dispute	Note RDS/DTS that customer was contacted and expectations were set
Participate in a Customer Service Week Activity	Share a Best Practice in your team huddle	Send an ECard	Negotiate an Efficiency with a customer	Send an External Rave Review (other org)

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