

Customer Service Week Bingo

Turn a Frown Upside Down - Make an Irate Customer Happy	Ask a customer if they are Very Satisfied with your Service	Close a 90 dispute	Receive a Rave Review	No RDS's over 5 days on your Worklist (Assigned and Claimed)
Call a customer to close a billing inquiry	Share a Best Practice in your team huddle	Obtain a 98% adherence (not including days off)	Ask a customer on a phone call "Is there is anything else I can help you with?"	Send an External Rave Review (other org)
Assist With or Take Ownership of an Absent Peer's Work Item	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	Give your caller a high five
Complete a Qualified Ready Now RDS	Note RDS/DTS that customer was contacted and expectations were set	Call a customer and CDWC a Sustain	Call a customer to acknowledge receipt of their dispute	SME a Peer

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Have No Triage Underway Resolvers on your Worklist	Assist With or Take Ownership of an Absent Peer's Work Item	Learn something new (work related) to share in your team huddle	Share a Best Practice in your team huddle	Ask a customer on a phone call "Is there is anything else I can help you with?"
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 close a billing inquiry	Close a 90 dispute
Obtain a 98% adherence (not including days off)	Use the Cube to get a Question Answered	SME a Peer	Send an ECard	Call a customer and CDWC a Sustain
Call a customer to acknowledge receipt of their dispute	Participate in a Customer Service Week Activity	Ask a customer if they are Very Satisfied with your Service	No Blank Resolvers on your Worklist	Warm Transfer a Customer

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Use the Cube to get a Question Answered	Claim all RDS's in Assigned within 30 minutes of your tour start	Assist With or Take Ownership of an Absent Peer's Work Item	SME a Peer	Call a customer to close a billing inquiry
Obtain via phone call valid information or supporting documentation to move forward on a dispute	Close a 120 dispute	Warm Transfer a Customer	Ask a customer on a phone call "Is there is anything else I can help you with?"	Turn a Frown Upside Down - Make an Irate Customer Happy
No Blank Resolvers on your Worklist	Call a customer to acknowledge receipt of their dispute	Manager's Special	Receive a Rave Review	Learn something new (work related) to share in your team huddle
Close a 90 dispute	Have No Triage Underway Resolvers on your Worklist	Ask a customer if they are Very Satisfied with your Service	Complete a Qualified Ready Now RDS	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)