

Customer Service Week Bingo

Use the Cube to get a Question Answered	Ask a customer on a phone call "Is there is anything else I can help you with?"	Complete a Qualified Ready Now RDS	Send an ECard	Note RDS/DTS that customer was contacted and expectations were set
Claim all RDS's in Assigned within 30 minutes of your tour start	Turn a Frown Upside Down - Make an Irate Customer Happy	Participate in a Customer Service Week Activity	Assist With or Take Ownership of an Absent Peer's Work Item	SME a Peer
Share a Best Practice in your team huddle	Call a customer and CDWC a Sustain	Manager's Special	Obtain a 98% adherence (not including days off)	Negotiate an Efficiency with a customer
No Blank Resolvers on your Worklist	Send an External Rave Review (other org)	No RDS's over 5 days on your Worklist (Assigned and Claimed)	Receive a Rave Review	Send an Internal Rave Review
Learn something new (work related) to share in your team huddle	Have No Triage Underway Resolvers on your Worklist	Obtain via phone call valid information or supporting documentation to move forward on a dispute	Call a customer to acknowledge receipt of their dispute	Call a customer to close a billing inquiry

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Obtain a 98% adherence (not including days off)	Note RDS/DTS that customer was contacted and expectations were set	Call a customer and CDWC a Sustain	Share a Best Practice in your team huddle	Call a customer to acknowledge receipt of their dispute
Send an ECard	Negotiate an Efficiency with a customer	No Blank Resolvers on your Worklist	Turn a Frown Upside Down - Make an Irrate Customer Happy	Assist With or Take Ownership of an Absent Peer's Work Item
Warm Transfer a Customer	Obtain via phone call valid information or supporting documentation to move forward on a dispute	Manager's Special	Claim all RDS's in Assigned within 30 minutes of your tour start	Complete a Qualified Ready Now RDS
Receive a Rave Review	SME a Peer	Participate in a Customer Service Week Activity	Send an External Rave Review (other org)	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?"	Use the Cube to get a Question Answered	ask the customer Ask a customer if they are Very Satisfied with your Service	Close a 90 dispute	Have No Triage Underway Resolvers on your Worklist

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Obtain a 98% adherence (not including days off)	Claim all RDS's in Assigned within 30 minutes of your tour start	Receive a Rave Review	Close a 90 dispute	Assist With or Take Ownership of an Absent Peer's Work Item
Ask a customer on a phone call "Is there is anything else I can help you with?"	ask the customer Ask a customer if they are Very Satisfied with your Service	Warm Transfer a Customer	Call a customer to close a billing inquiry	Turn a Frown Upside Down - Make an Irate Customer Happy
Close a 120 dispute	Send an External Rave Review (other org)	Manager's Special	No RDS's over 5 days on your Worklist (Assigned and Claimed)	SME a Peer
Obtain via phone call valid information or supporting documentation to move forward on a dispute	No Blank Resolvers on your Worklist	Negotiate an Efficiency with a customer	Call a customer and CDWC a Sustain	Send an Internal Rave Review
Call a customer to acknowledge receipt of their dispute	Share a Best Practice in your team huddle	Note RDS/DTS that customer was contacted and expectations were set	Complete a Qualified Ready Now RDS	Participate in a Customer Service Week Activity