

B	I	N	G	O
Took Call from different team	Call lasts 23 mins	Call from Lane	Caller has same birthday as you	New Intake
Callers 5th call today	Caller gives you a compliment	Send link to caller	Get yelled at by caller	Caller "knows the owner"
Loud tv in background	Return Caller	FREE	Use "Marvelous" in a call	Caller demands supervisor
Caller puts YOU on hold	Caller gives compliment	Caller says they "know someone"	Repeat a sentence 3x on a call	Caller tells you a joke
Learned the name of callers cat	Reset callers password	Caller has thick accent	Caller requests email confirmation	Caller has someone to help them on the call

B	I	N	G	O
De-escalate a caller	Caller says they "know someone"	Caller has same name as your mom	Caller eating while talking to you	Caller falls asleep mid call
Get hung up on	Callers 5th call today	Caller yells Finally!!!	Caller calls you by wrong name	Return Caller
Patient needs their info corrected	Caller puts YOU on hold	FREE	Caller demands supervisor	Send link to caller
Caller "knows the owner"	Use "Marvelous" in a call	Rough Call	New Intake	Caller requests email confirmation
Caller spells phonically	Caller gives you a compliment	Caller has same name as you	Help patient w/o assistance	Use "Spectacular" in a call

B	I	N	G	O
Patient needs their info corrected	Loud tv in background	Had management jump into your call	Resend txt/email	Caller eating while talking to you
Caller from your hometown	Help patient w/o assistance	Callers 5th call today	Caller gives you a compliment	Learned the name of callers cat
Finish a call under 2 min	Call lasts 23 mins	FREE	Caller puts YOU on hold	Call from Lane
Caller yells Finally!!!	Get hung up on	Took Call from different team	Caller falls asleep mid call	You take transfered call to help
YOU are placed on hold	Caller had tv show interrupted	Use "Spectacular" in a call	Caller calls you by wrong name	New Intake