# Customer Service Bingo

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| 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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# Customer Service Bingo

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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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# Customer Service Bingo

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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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