

Quality Idol Bingo

VOC	"I don't know"	Commitment	Relationships	Follow up
Back Line	Summary	One call at a time	100 Flags	Smile in your voice
Verify Verify Verify	5 Forbidden Phrases	FREE	E Mail	Empathy
Resources	End	Phillip Phillips	Complete notes	Jennifer Lopez
Attendance	Resolve	Be nice	Voice of the Customer	CVT

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Verify Verify Verify	Voice of the Customer	100 Flags	End	Back Line
Relationships	Empathy	Commitment	Jennifer Lopez	5 Forbidden Phrases
E Mail	"I don't know"	FREE	Complete notes	Phillip Phillips
CVT	VOC	Be nice	Resources	Attendance
Follow up	Customer	Smile in your voice	One call at a time	Summary

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Resources	Complete notes	Verify Verify Verify	CVT	Relationships
Resolve	Smile in your voice	Voice of the Customer	End	5 Forbidden Phrases
Phillip Phillips	100 Flags	FREE	E Mail	Commitment
Customer	Follow up	Attendance	"I don't know"	VOC
Summary	One call at a time	Empathy	Jennifer Lopez	Be nice