

B	I	N	G	O
Uneven suction	B2B call requesting RA	Escalated to LC	Need to offer mom to purchase a hand manual pump or rent HGP	Mom is using another brand pump with PY
Canadian Call	Strong accent hard to understand	Mom wants to speak with supervisor	Baby crying during call	Need to ask SR for assistance
Store N' Pour bags leaking	Updated pump - tubing port adapter popping out	FREE	Call from California	Mom disagrees with what you want to send to resolve issue
Mom has called over 3x's	Pump appears to be working correctly	Mom has more than 1 pump she is calling to t/s	Grandma called for Mom	Mom wan't t/s wants to return pump
Escalated to Nancy	Call is for package ETA	Need to ask Nicole a question in regard to phone call	pMDR	Dad called for Mom

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