

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

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