

B	I	N	G	O
mom is yelling at kids during call	B2B call to place order	Escalating to Nancy	Strong accent hard to understand	Need to ask Nicole a question in regard to phone call
Dad called for mom	mom does not have pump with her	Out of warranty pump	Baby crying during call	Store N' Pour bags leaking
call from Florida	mom started crying	FREE	Blank serial #	Mom wants to speak with supervisor
Mom wants to speak with supervisor	Uneven Suction	Mom won't t/s wants to return pump	Mom is using another brand pump with PY	Need to offer mom purchase of a hand manual pump or rent HGP
Mom has called over 3x's	Canadian Call	Pump appears to be working correctly	pMDR	Escalated to LC

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