B	I	N	G	O
Participant puts agent on hold	"I didn't know what option to press"	Ask about weather/location	Mis-transferred	Escalation
AA Participant: Where is On-Site?	On Hold Kit	Foreign Language	"What do you mean the kit hasn't arrived yet"	LabCorp about Billing
Nurse or Admin Call	Referencing previous agent by name	**FREE**	15 minute call	Change Web Browser
Delayed Results	Missed Call	Double Email response	Call/Email referencing Chad	FIT Kit Call/Email
Call for Justin Bellante	4 people on phone call	Good Comment	Tech Ticket Not Solved	ALL CAPS EMAIL

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B	I	N	G	O
Referencing previous agent by name	"What do you mean the kit hasn't arrived yet"	Mis-transferred	AA Participant: Where is On-Site?	Foreign Language
Ask about weather/location	Tech Ticket Not Solved	Escalation	4 people on phone call	LabCorp about Billing
Delayed Results	15 minute call	**FREE**	Change Web Browser	"I didn't know what option to press"
Call/Email referencing Chad	Good Comment	Participant puts agent on hold	ALL CAPS EMAIL	Missed Call
Double Email response	FIT Kit Call/Email	Nurse or Admin Call	On Hold Kit	Call for Justin Bellante

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B	I	N	G	O
4 people on phone call	Good Comment	"What do you mean the kit hasn't arrived yet"	FIT Kit Call/Email	15 minute call
Participant puts agent on hold	Delayed Results	Double Email response	On Hold Kit	Escalation
Nurse or Admin Call	ALL CAPS EMAIL	**FREE**	Missed Call	Call/Email referencing Chad
Referencing previous agent by name	LabCorp about Billing	Mis-transferred	Tech Ticket Not Solved	Ask about weather/location
Change Web Browser	"I didn't know what option to press"	Foreign Language	AA Participant: Where is On-Site?	Call for Justin Bellante

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