


ID	FormID	StandardDoc	RefID	SecName
31	QAT Call Review Monitoring Form	Signed & dated by both parties	1.1	Call Review monitoring Debreif Form
32	QAT Call Review Monitoring Form	Annotated if fed-back and signed outside of timescales	1.2	Call Review monitoring Debreif Form
33	QAT Call Review Monitoring Form	(2 working days unless non-competent)	1.3	Call Review monitoring Debreif Form
34	QAT Call Review Monitoring Form	Names and dates correct	1.4	Call Review monitoring Debreif Form
35	QAT Call Review Monitoring Form	Call detailed correctly i.e. stage sign off/regular call audit	1.5	Call Review monitoring Debreif Form
36	QAT Call Review Monitoring Form	Summary notes are on RMS	1.6	Call Review monitoring Debreif Form
37	QAT Call Review Monitoring Form	Agree with grade (excludes Sales & Service) (Forfeit)*	2.1	Framework
38	QAT Call Review Monitoring Form	Correct call guide/script used	2.2	Framework
39	QAT Call Review Monitoring Form	Call guide/script correctly validated	2.3	Framework
40	QAT Call Review Monitoring Form	Call Audit Form used holds correct version number and are in date	3.1	Verint Records
41	QAT Call Review Monitoring Form	Compliance section marked correctly	3.2	Verint Records
42	QAT Call Review Monitoring Form	'Call Type' section marked correctly	1.1	Documentation Check Framework
43	QAT Call Review Monitoring Form	Form completed correctly	1.2	Documentation Check Framework
44	QAT Call Review Monitoring Form	Supporting evidence provided	1.3	Documentation Check Framework
45	QAT Call Review Monitoring Form	RMS matches (dates, AXOS/application number, Verint ID)	1.4	Documentation Check Framework
46	QAT Call Review Monitoring Form	Notes include reason for non-competent	1.5	Documentation Check Framework
47	QAT Call Review Monitoring Form	Appropriate objectives raised/closed/left open (ideally no more than 3)	1.6	Documentation Check Framework
48	QAT Call Review Monitoring Form	Remedial actions completed and signed off within 2 working days of audit	1.7	Documentation Check Framework
49	QAT Call Review Monitoring Form	Agree with grade (Forfeit)*	1.8	Documentation Check Framework
		Doc Check Form used holds correct version number and are in date		

			Yes	No	N/A
Call Review monitoring Debreif Form					
1.1	Signed & dated by both parties		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call Review monitoring Debreif Form					
1.2	Annotated if fed-back and signed outside of timescales (2 working days unless non-competent)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call Review monitoring Debreif Form					
1.3	Names and dates correct		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call Review monitoring Debreif Form					
1.4	Call detailed correctly i.e. stage sign off/regular call audit		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call Review monitoring Debreif Form					
1.5	Summary notes are on RMS		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call Review monitoring Debreif Form					
1.6	Agree with grade (excludes Sales & Service) (Forfeit)*		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Framework					
2.1	Correct call guide/script used		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Framework					
2.2	Call guide/script correctly validated		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Framework					
2.3	Call Audit Form used holds correct version number and are in date		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verint Records					
3.1	Compliance section marked correctly		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verint Records					
3.2	'Call Type' section marked correctly		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation Check Framework					
1.1	Form completed correctly		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation Check Framework					
1.2	Supporting evidence provided		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation Check Framework					
1.3	RMS matches (dates, AXOS/application number, Verint ID)		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>