

CALL HP-20418

Score 89%, and still a critical failure.

The customer said no at 1:37 and the agent kept pitching. That broke "Stops after a no", a critical requirement, so the call did not pass whatever its score. A dispute on it was upheld, and Marcus H. coached the agent on Oct 1.

CRITICAL STATUS

CRITICAL FAILURE

R08 Stops after a no, at 1:37 (marker A). The call did not pass.

SCORE

89%

8 of 9 passed.

REVIEW STATUS

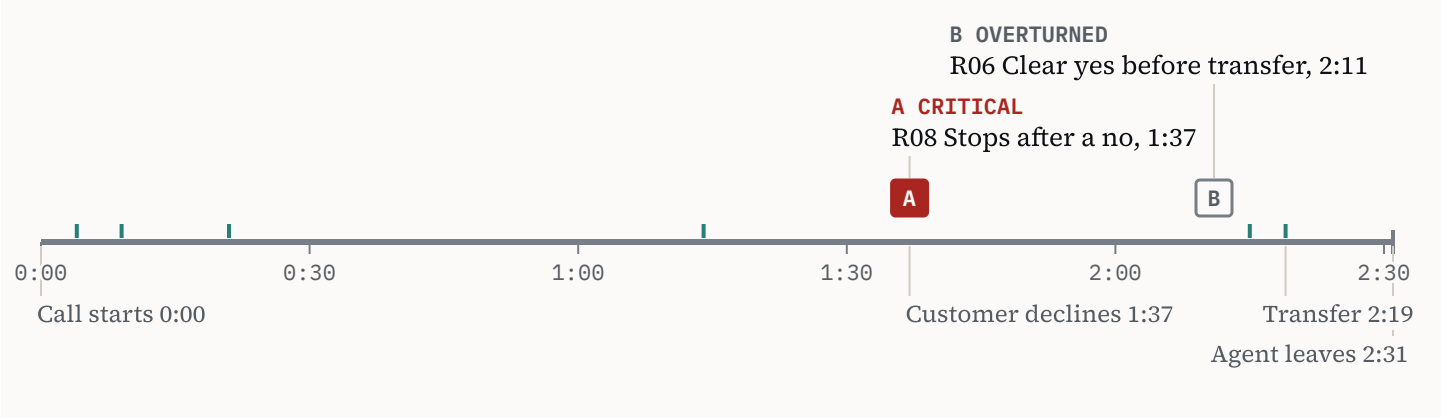
RESOLVED, COACHED

Marcus H., Oct 1, 4:20 pm ET.

CALL REFERENCE	DATE AND TIME	AGENT	TEAM
HP-20418	Thu, Sep 24, 2026, 10:15 am ET	Nina B.	Team South
CAMPAIGN	DURATION	REVIEWED	SCORECARD VERSION
Home services, outbound, Northgate Home Services	2:31	Fri, Sep 25, 2026	2026-09-14.2

Annotated timeline

Lettered squares are findings, explained on page 2. Short ticks above the track are passed requirements (0:04 R01, 0:09 R02, 0:21 R03, 1:14 R04, 2:19 R07, 2:15 R10). Labeled ticks below are call events (Call starts 0:00, Customer declines 1:37, Transfer 2:19, Agent leaves 2:31). Playback is not part of this report; listen from 1:37 in your dialer.



MARKER	TIME	REQUIREMENT	MARK	FOLLOW-UP	EVIDENCE
A	1:37	R08 Stops after a no	CRITICAL	RESOLVED, COACHED	Finding A, page 2
B	2:11	R06 Clear yes before transfer	PASS was fail	RESOLVED, OVERTURNED	Finding B, page 2

How this call is scored. Score = passed requirements divided by passed plus failed. Not applicable and not evaluated requirements are left out. A critical failure counts as one failed requirement in the call's score. It also fails the call outright and is reported on its own as the critical-failure rate. Disputed findings stay counted until we decide them, and the original finding stays visible after any change.

Evidence and privacy. Agent shown by first name and initial; the customer is not named. This PDF quotes only failed and disputed findings, and shows disputes as who, when and the result. Notes and decision reasons stay in the signed-in call view.

Findings behind the markers

A at 1:37 CRITICAL SEVERITY Critical	R08 Stops after a no EXPECTED "I understand. I will make sure we do not call you again." and no further pitch CUSTOMER AT 1:37 "I'm really not interested." AGENT AT 1:40 "I understand, but it only takes a minute to hear the details." ORIGINAL FINDING CRITICAL at 1:37 The customer declined and the agent kept pitching. Automated review, Sep 25 FINAL DISPOSITION CRITICAL UPHELD Finding upheld. Disputed by Marcus H., Fri, Sep 25, proposing pass. Decided by J. Ortiz, Wed, Sep 30, 11:05 am ET. FOLLOW-UP RESOLVED, COACHED
B at 2:11 FINAL PASS SEVERITY Standard	R06 Clear yes before transfer EXPECTED "Would you like me to connect you with a specialist now?" and a clear yes AGENT AT 2:11 "Okay, I will put you through to the specialist now." ORIGINAL FINDING FAIL at 2:11 Transferred without asking and hearing a clear yes. Automated review, Sep 25 FINAL DISPOSITION PASS OVERTURNED Finding overturned. Disputed by Marcus H., Fri, Sep 25, proposing pass. Decided by J. Ortiz, Tue, Sep 29, 3:40 pm ET. Call score 78% before this decision, 89% after. FOLLOW-UP RESOLVED, OVERTURNED

Supervisor follow-up

FINDING	DECISION	OWNER	CLOSED	NEXT STEP
R08 Stops after a no	Agent coached.	Marcus H.	Oct 1, 4:20 pm ET by Marcus H.	None. Nothing open.
R06 Clear yes before transfer	No coaching: final mark is pass.	Marcus H.	Sep 29, 3:40 pm ET by J. Ortiz	None. Nothing open.

Other requirements

Marks on this call: 8 pass, 1 fail (critical), 1 not applicable, 0 not evaluated. Passed and not applicable requirements show the mark and time only.

REQUIREMENT	SEVERITY	EXPECTED	MARK	TIME
R01 Recording disclosure	Critical	"This call is recorded for quality and training." within 30 seconds	PASS	0:04
R02 Company and agent named	Standard	"My name is [first name] with Northgate Home Services."	PASS	0:09
R03 Offer stated correctly	Standard	"We are offering a free roof inspection, with no obligation to buy."	PASS	0:21
R04 Price answered plainly	Standard	"The inspection is free. Any repair quote comes after you see the inspection report."	PASS	1:14
R05 No savings, approval or insurance promises	Critical	Never says the customer will save, is approved, or that insurance will pay	PASS	Whole call
R07 Handoff gives name and reason	Standard	Tells the specialist the customer's first name and reason for the call	PASS	2:19
R09 Appointment time confirmed	Standard	Reads back the day and time	N/A	Whole call
R10 Close with next step	Standard	States the next step and the company name before ending or transferring	PASS	2:15

Not evaluated looks like this (another call, no excerpt):

EXAMPLE FROM ANOTHER CALL HP-20963, Grace O., Team South, Wed, Oct 7

NOT EVALUATED

R08 Stops after a no

Critical, at 0:49

The result was unclear; please check. Automated review

OPEN

Owner Marcus H., due Mon, Oct 12. Left out of that call's score until someone decides it.