



Dear Helen,

Thank You
for your commitment
to the gear.

Your Customer Relations Team

MICRO CENTER
computers & electronics

#7808992 Micro Center Sales Survey Evaluation in Finalized (13086066) (101) General Manager on 2025-11-18

Submitted November 19, 2025 at 1:36 AM **Received via** Web Service **Requester** Kelly Phaunef <kphaunef@microcenter.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	-	Normal	Customer Relations	Patricia Salyer

Total time spent (sec)	Time spent last update (sec)	Store	Transaction #
281	231	101 Tustin, CA	101-PO-14025600

Purchase Date	ClientSurveyName	Product Commission Pool	STAR Card#
November 18, 2025	Sales Survey	GS	1

Survey Type Code	CSR ID	EvaluationID	SubmitDate	Transaction Time
GSA	aoliva	13086066	November 19, 2025	16:11:48

STARS	STAR Date	EvaluationScore	Store Field	Associate Commission Dept
Yes	December 18, 2025	93	101	GS

Comment

I really appreciate Helen P. for being near the keyboard section of the store. She is very knowledgeable about keyboards. Multiple employees came to see if I needed help. Helen Pan came to me while I was looking at keyboards. I got lucky that she is a keyboard enthusiast. She gave me some advice about key switches and good resources on how to build my own keyboard. She recommended the Epomaker Galaxy70, which feels very solid and creamy. I'm really grateful for her patience as I thought about my purchase. Thank you so much!

Comment Sub Coding	Sales ID	STAR Associate	Origin HO Escalations
Sales::Smart Selling::Smart Selling	HPAN	Helen Pan	Survey

Sentiment Dept Category	Survey Type Code (DD)
Positive::Sales::Attitude/Behavior, Positive::Sales::Knowledge	GSA

Tech Persona

Professional (General Business, Small Business Owner, Freelancer, etc.)

Intent	Intent confidence
Misc::Feedback::Intellishop Survey With No Comment	High

Sentiment confidence	Sentiment
High	Neutral