

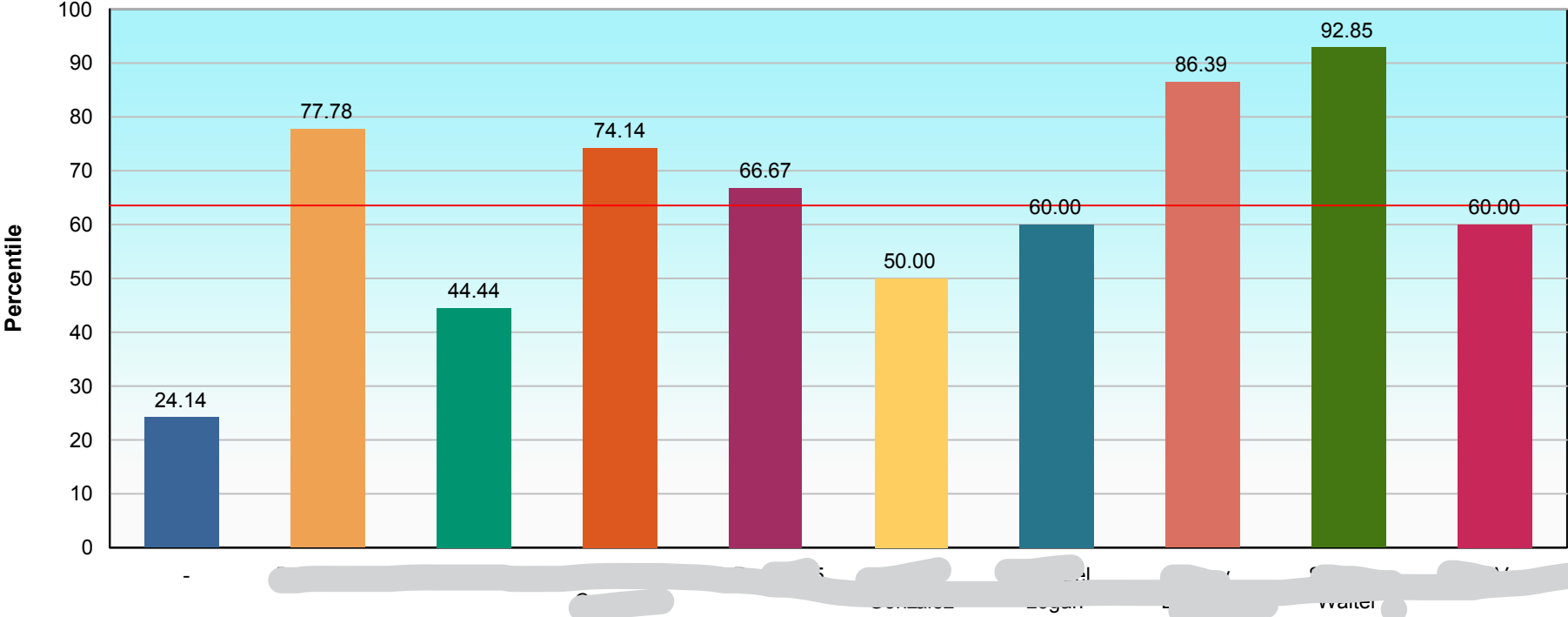
Calibration Details

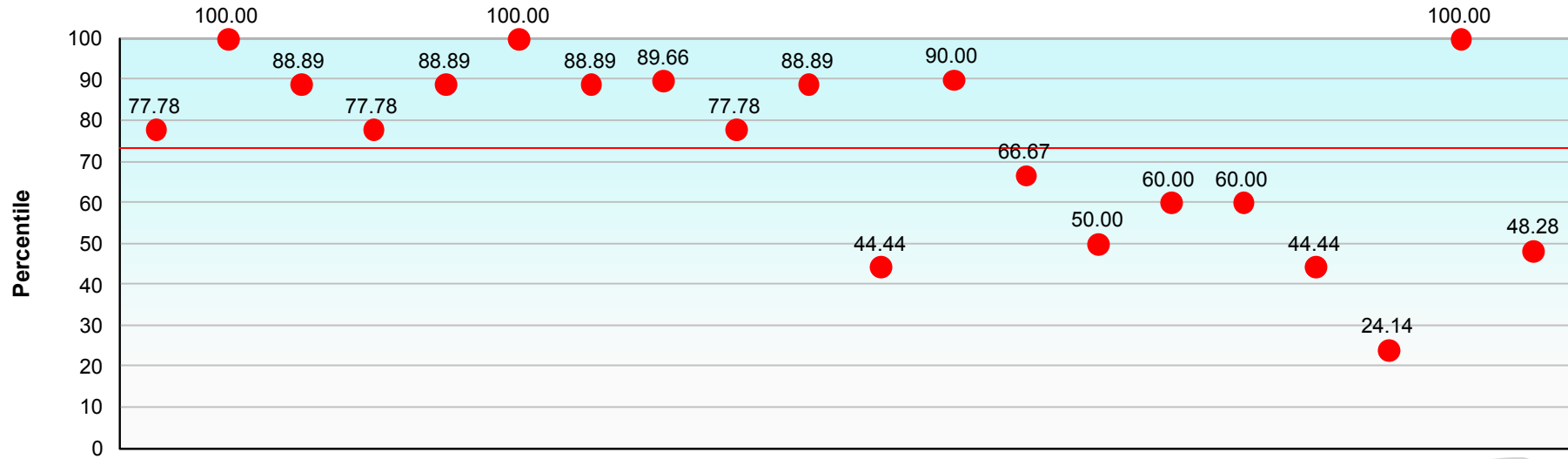


Date Time Range: 8/1/2015 12:00:00 AM - 8/30/2017 11:59:59 PM
Group Report by: Scored User
Calibration Only: Yes

Customer Service Abbrev

Number of Scorecards:	20	Highest Score:	100.00%	Median Score:	77.78%
Average Score:	72.85%	Lowest Score:	24.14%	Score Variance:	75.86%





Scored User: -

Recording ID: 5C6B1114-59B9-D084-8745-57740D320001	Total Count: 1	Variance: 0.00%			
Interaction ID: 100169652760151028	Total Talk: 00:02:06	Total Hold: 00:00:00			
		Wrapup Code:			
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
Partner 561	24.14%			✓	F

Scored User: [Redacted]

Recording ID: 24631114-5886-D0B0-8745-57740D320001	Total Count: 1	Variance: 0.00%			
Interaction ID: 100169043060151028	Total Talk: 00:12:39	Total Hold: 00:00:22			
		Wrapup Code:			
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
[Redacted]	77.78%			✓	C

Recording ID: 2D8D1314-275F-D078-8B65-0D3F05AD0001				Total Count: 1		Variance: 0.00%	
Interaction ID: 2001217200C0151104		Total Talk: 00:03:12		Total Hold: 00:00:00		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
[REDACTED]	77.78%			✓	C		

Recording ID: 606D1114-7920-D01B-8745-57740D320001				Total Count: 1		Variance: 0.00%	
Interaction ID: 100169828160151028		Total Talk: 00:02:37		Total Hold: 00:00:00		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
[REDACTED]	44.44%			✓	F		

Recording ID: 70E11314-B645-D087-8B65-0D3F05AD0001				Total Count: 1		Variance: 0.00%	
Interaction ID: 2001282476C0151105		Total Talk: 00:00:06		Total Hold: 00:00:00		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
[REDACTED]	88.89%			✓	B		

Recording ID: FC6C1114-1261-D0C9-8745-57740D320001				Total Count: 1		Variance: 0.00%	
Interaction ID: 100169800060151028		Total Talk: 00:05:33		Total Hold: 00:00:00		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
[REDACTED]	100.00%			✓	A		

Scored User: [REDACTED]

Recording ID: 36F51114-64EA-D04F-8B65-0D3F05AD0001				Total Count: 1		Variance: 0.00%	
Interaction ID: 1001910218C0151030		Total Talk: 00:04:46		Total Hold: 00:00:00		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
[REDACTED]	44.44%			✓	F		

Scored User: [REDACTED]

Recording ID: 45531114-39A5-D00E-8745-57740D320001				Total Count: 1		Variance: 0.00%	
Interaction ID: 100167811760151028		Total Talk: 00:04:29		Total Hold: 00:00:00		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
Partner 673	100.00%				A		

Recording ID: F1521114-ABCD-D068-8745-57740D320001				Total Count: 1		Variance: 0.00%	
Interaction ID: 100167797360151028		Total Talk: 00:04:29		Total Hold: 00:00:00		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
Partner 673	48.28%				F		

Scored User: I3 Partner25

Recording ID: 92891314-6293-D0FB-8B65-0D3F05AD0001				Total Count: 1		Variance: 0.00%	
Interaction ID: 2001214627C0151104		Total Talk: 00:02:27		Total Hold: 00:00:00		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
I3 Partner25	66.67%				D		

Scored User: [Redacted]


Recording ID: FA9A1314-30EF-D010-8B65-0D3F05AD0001				Total Count: 1		Variance: 0.00%	
Interaction ID: 2001228035C0151104		Total Talk: 00:09:41		Total Hold: 00:01:17		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
[Redacted]	50.00%				F		


Scored User: M [Redacted]


Recording ID: AE451314-E58A-D0A9-8B65-0D3F05AD0001				Total Count: 1		Variance: 0.00%	
Interaction ID: 2001162263C0151103		Total Talk: 00:14:51		Total Hold: 00:01:14		Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		


M [redacted] 60.00%  D

Scored User: [redacted] an

Recording ID: 05781214-482E-D05B-8B65-0D3F05AD0001		Total Count: 1		Variance: 0.00%	
Interaction ID: 2001006543C0151101		Total Talk: 00:04:29		Total Hold: 00:00:00	
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
[redacted]	90.00%				A

Recording ID: 982E1114-05A6-D033-8745-57740D320001		Total Count: 1		Variance: 0.00%	
Interaction ID: 100165026960151027		Total Talk: 00:04:29		Total Hold: 00:00:00	
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
[redacted]	88.89%				B


Recording ID: C9A11014-106E-D02B-8745-57740D320001		Total Count: 1		Variance: 0.00%	
Interaction ID: 100154138260151026		Total Talk: 00:00:00		Total Hold: 00:00:00	
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
[redacted]	77.78%				C


Recording ID: CBEB1014-CB37-D029-8745-57740D320001		Total Count: 1		Variance: 0.00%	
Interaction ID: 100159811660151027		Total Talk: 00:00:00		Total Hold: 00:00:00	
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
[redacted]	88.89%				B

Scored User: [redacted] r


Recording ID: 5F391314-425B-D031-8B65-0D3F05AD0001		Total Count: 1		Variance: 0.00%	
Interaction ID: 2001152897C0151103		Total Talk: 00:08:12		Total Hold: 00:00:00	
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank

[Redacted] 100.00%  A

Recording ID: 78370F14-56B0-D0A8-8745-57740D320001		Total Count: 1		Variance: 0.00%	
Interaction ID: 100126391060151021		Total Talk: 00:00:00		Total Hold: 00:00:00	
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
[Redacted]	89.66%				A

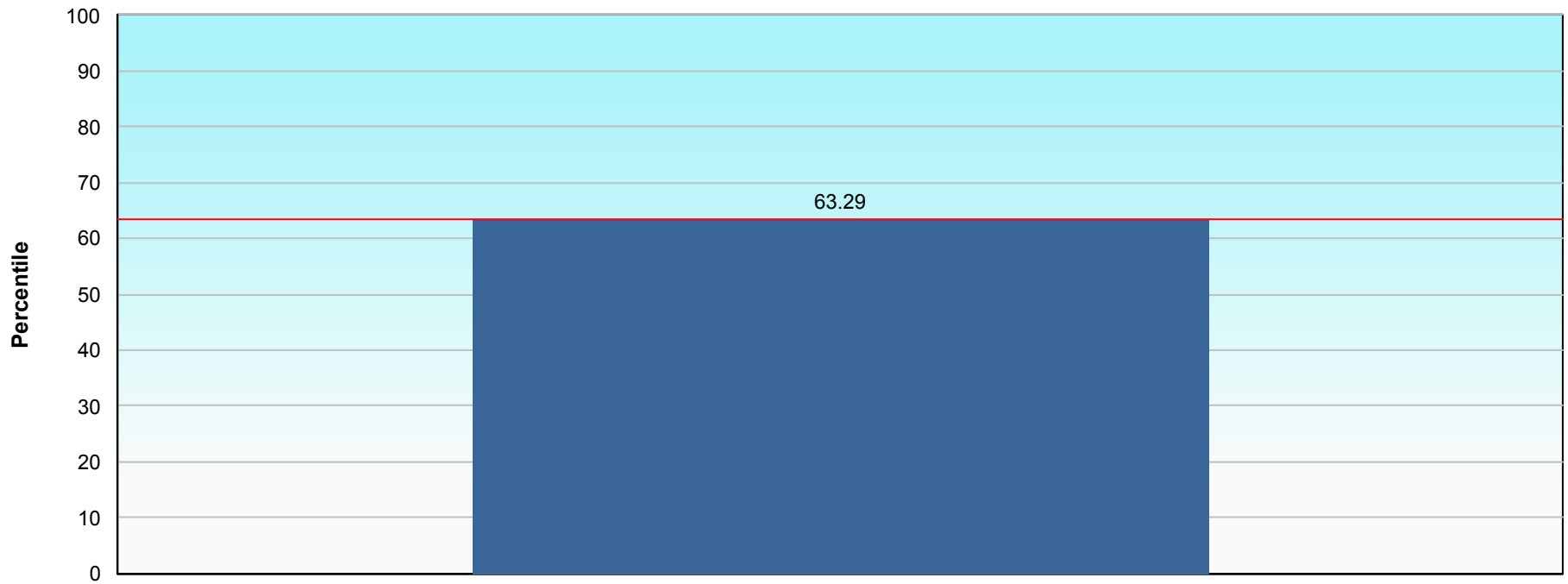
Recording ID: B7391314-E4A5-D09B-8B65-0D3F05AD0001		Total Count: 1		Variance: 0.00%	
Interaction ID: 2001154083C0151103		Total Talk: 00:01:17		Total Hold: 00:00:00	
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
[Redacted]	88.89%				B

Scored User: [Redacted]

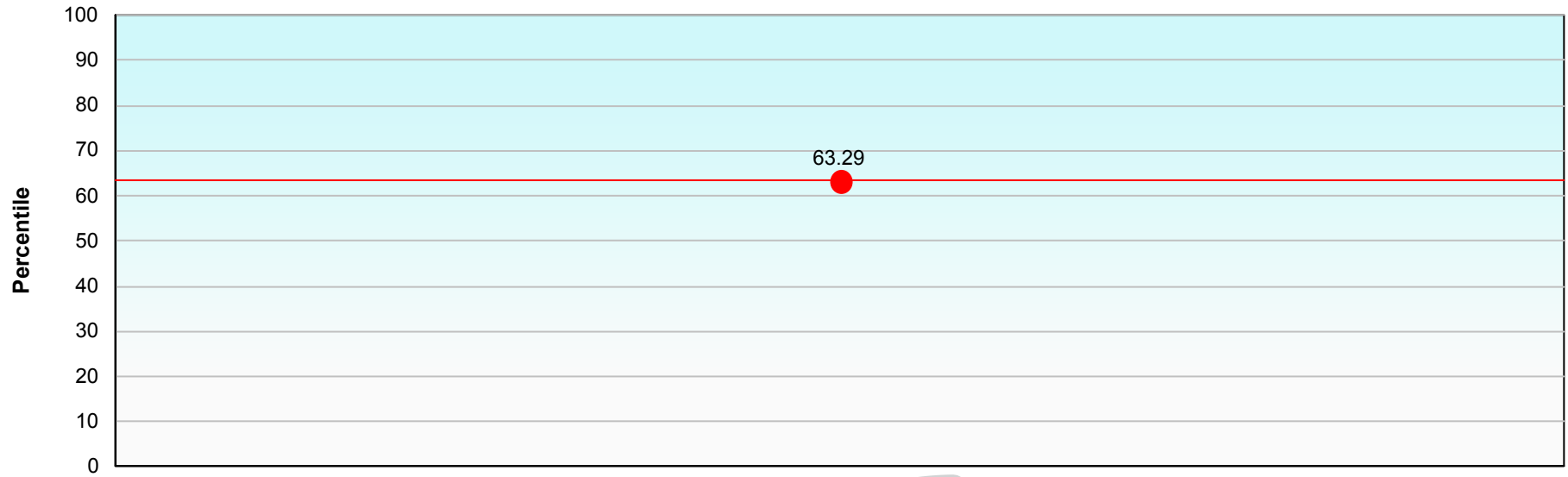
Recording ID: 48E01314-42A4-D07E-8B65-0D3F05AD0001		Total Count: 1		Variance: 0.00%	
Interaction ID: 2001281141C0151105		Total Talk: 00:04:03		Total Hold: 00:00:00	
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
[Redacted]	60.00%				D

Sales Initial Calls

Number of Scorecards:	1	Highest Score:	100.00%	Median Score:	77.78%
Average Score:	72.85%	Lowest Score:	24.14%	Score Variance:	0.00%



63.29



Scored User: [Redacted]

Recording ID: 577D1314-B330-D025-8B65-0D3F05AD0001

Total Count: 1

Variance: 0.00%

Interaction ID: 2001204713C0151104

Total Talk: 00:04:29

Total Hold: 00:00:00

Wrapup Code:

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
[Redacted]	63.29%	100.00	18.60	✓	D