

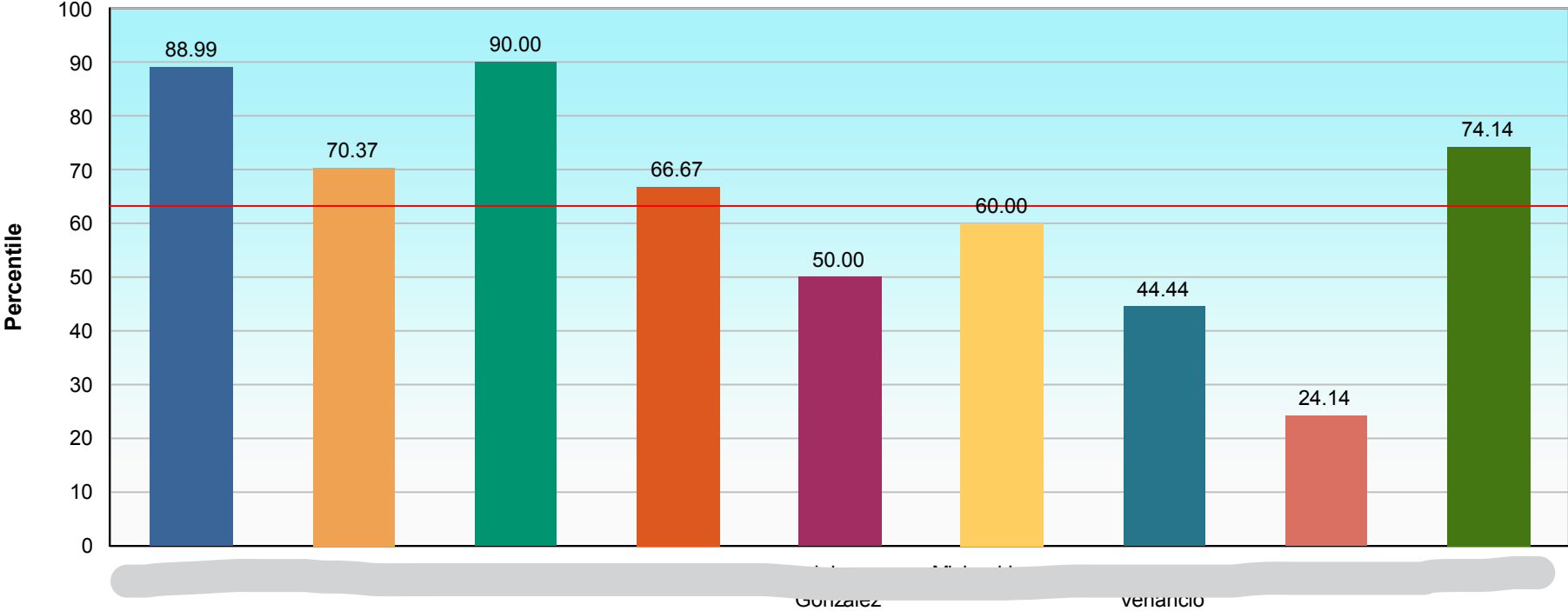
Calibration Details

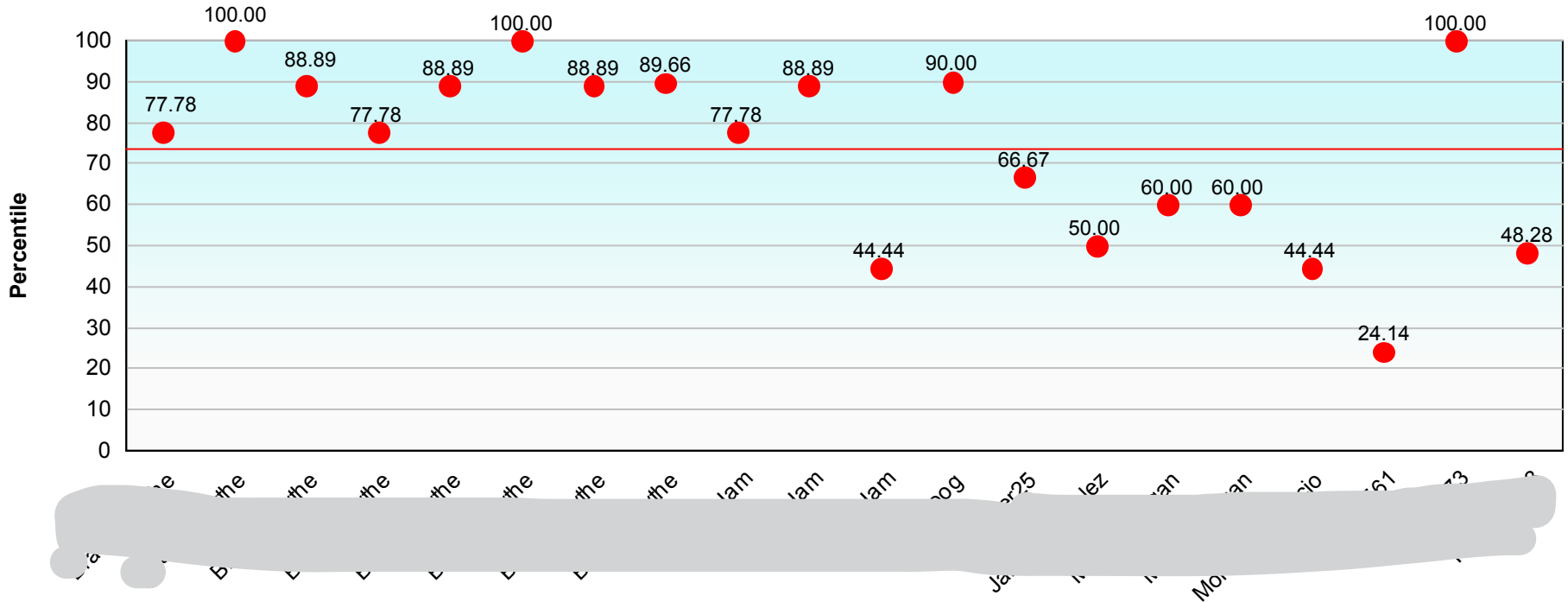


Date Time Range: 8/1/2015 12:00:00 AM - 8/30/2017 11:59:59 PM
Group Report by: Scoring User
Calibration Only: Yes

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% |





Scoring User: [redacted] ythe

| Scored User: [redacted] lam | | Total Recordings: 2 | | | | Variance: 22.22 | | | |
|--------------------------------------|-------------|---------------------|--------------------|-----------|------|--------------------|------------|------------|-------------|
| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
| 24631114-5886-D0B0-8745-57740D320001 | 77.78% | | | ✓ | C | 100169043060151028 | 00:12:39 | 00:00:22 | |
| FC6C1114-1261-D0C9-8745-57740D320001 | 100.00% | | | ✓ | A | 100169800060151028 | 00:05:33 | | |

| Scored User: [redacted] man | | Total Recordings: 3 | | | | Variance: 11.11 | | | |
|--------------------------------------|-------------|---------------------|--------------------|-----------|------|--------------------|------------|------------|-------------|
| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
| CBEB1014-CB37-D029-8745-57740D320001 | 88.89% | | | ✓ | B | 100159811660151027 | | | |
| C9A11014-106E-D02B-8745-57740D320001 | 77.78% | | | ✓ | C | 100154138260151026 | | | |
| 982E1114-05A6-D033-8745-57740D320001 | 88.89% | | | ✓ | B | 100165026960151027 | 00:04:29 | | |

| Scored User: Ste [redacted] | | | | | Total Recordings: 3 | | Variance: 11.11 | | |
|--------------------------------------|-------------|----------------|--------------------|-----------|---------------------|--------------------|-----------------|------------|-------------|
| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
| 5F391314-425B-D031-8B65-0D3F05AD0001 | 100.00% | | | ✓ | A | 2001152897C0151103 | 00:08:12 | | |
| B7391314-E4A5-D09B-8B65-0D3F05AD0001 | 88.89% | | | ✓ | B | 2001154083C0151103 | 00:01:17 | | |
| 78370F14-56B0-D0A8-8745-57740D320001 | 89.66% | | | ✓ | A | 100126391060151021 | | | |

Scoring User: D [redacted]

| Scored User: D [redacted] | | | | | Total Recordings: 3 | | Variance: 44.45 | | |
|--------------------------------------|-------------|----------------|--------------------|-----------|---------------------|--------------------|-----------------|------------|-------------|
| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
| 2D8D1314-275F-D078-8B65-0D3F05AD0001 | 77.78% | | | ✓ | C | 2001217200C0151104 | 00:03:12 | | |
| 70E11314-B645-D087-8B65-0D3F05AD0001 | 88.89% | | | ✓ | B | 2001282476C0151105 | 00:00:06 | | |
| 606D1114-7920-D01B-8745-57740D320001 | 44.44% | | | ✓ | F | 100169828160151028 | 00:02:37 | | |

Scoring User: Er [redacted]

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

Scoring User: I3 Partner25

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

Scoring User: Ja [redacted]

| Scored User: [redacted] ez | | | | | Total Recordings: 1 | | Variance: 0.00 | | |
|----------------------------|-------------|----------------|--------------------|-----------|---------------------|----------------|----------------|------------|-------------|
| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |

FA9A1314-30EF-D010-8B65-0D3F05AD0001

50.00%



F

2001228035C0151104

00:09:41

00:01:17

Scoring User: [REDACTED] an

Scored User: [REDACTED] an

Total Recordings: 1

Variance: 0.00

| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
|--------------------------------------|-------------|----------------|--------------------|-----------|------|--------------------|------------|------------|-------------|
| AE451314-E58A-D0A9-8B65-0D3F05AD0001 | 60.00% | | | | D | 2001162263C0151103 | 00:14:51 | 00:01:14 | |

Scored User: [REDACTED] nce

Total Recordings: 1

Variance: 0.00

| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
|--------------------------------------|-------------|----------------|--------------------|-----------|------|--------------------|------------|------------|-------------|
| 48E01314-42A4-D07E-8B65-0D3F05AD0001 | 60.00% | | | | D | 2001281141C0151105 | 00:04:03 | | |

Scoring User: I [REDACTED] ancio

Scored User: D [REDACTED]

Total Recordings: 1

Variance: 0.00

| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
|--------------------------------------|-------------|----------------|--------------------|-----------|------|--------------------|------------|------------|-------------|
| 36F51114-64EA-D04F-8B65-0D3F05AD0001 | 44.44% | | | | F | 1001910218C0151030 | 00:04:46 | | |

Scoring User: Partner 561

Scored User: -

Total Recordings: 1

Variance: 0.00

| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
|--------------------------------------|-------------|----------------|--------------------|-----------|------|--------------------|------------|------------|-------------|
| 5C6B1114-59B9-D084-8745-57740D320001 | 24.14% | | | | F | 100169652760151028 | 00:02:06 | | |

Scoring User: Partner 673

Scored User: [REDACTED] /bell

Total Recordings: 2

Variance: 51.72

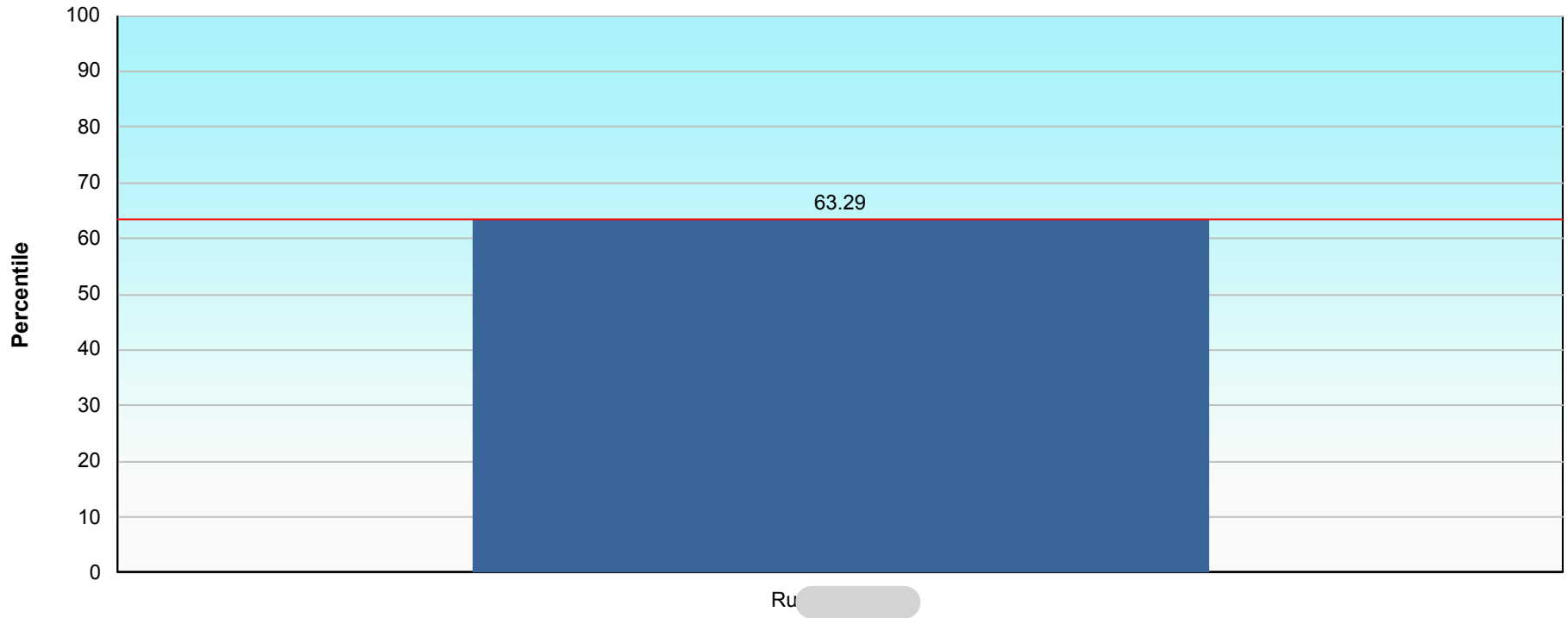
| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
|--------------------------------------|-------------|----------------|--------------------|-----------|------|--------------------|------------|------------|-------------|
| 45531114-39A5-D00E-8745-57740D320001 | 100.00% | | | | A | 100167811760151028 | 00:04:29 | | |
| F1521114-ABCD-D068-8745-57740D320001 | 48.28% | | | | F | 100167797360151028 | 00:04:29 | | |

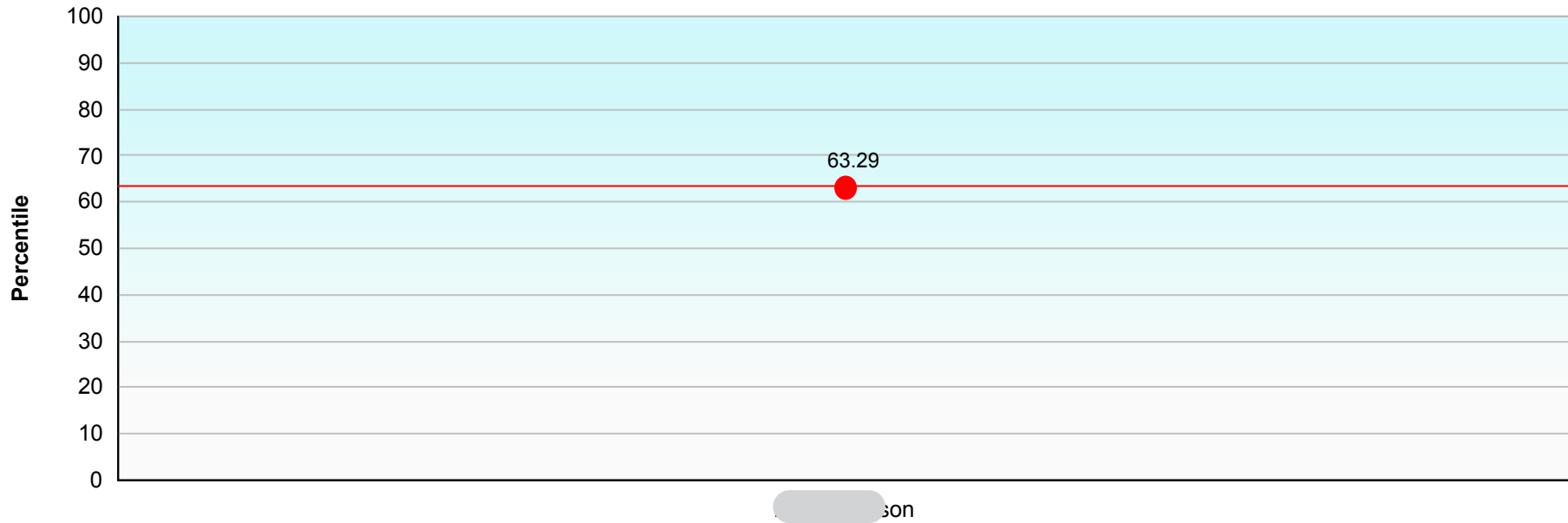
Sales Initial Calls

Number of Scorecards: 1
Average Score: 72.85%

Highest Score: 100.00%
Lowest Score: 24.14%

Median Score: 77.78%
Score Variance: 0.00%





Scoring User: [Redacted] on

Scored User: Ger [Redacted]

Total Recordings: 1

Variance: 0.00

| Recording ID | Total Score | Critical Score | Non-Critical Score | Pass/Fail | Rank | Interaction ID | Total Talk | Total Hold | Wrapup Code |
|--------------------------------------|-------------|----------------|--------------------|-----------|------|--------------------|------------|------------|-------------|
| 577D1314-B330-D025-8B65-0D3F05AD0001 | 63.29% | 100.00 | 18.60 | ✓ | D | 2001204713C0151104 | 00:04:29 | | |