

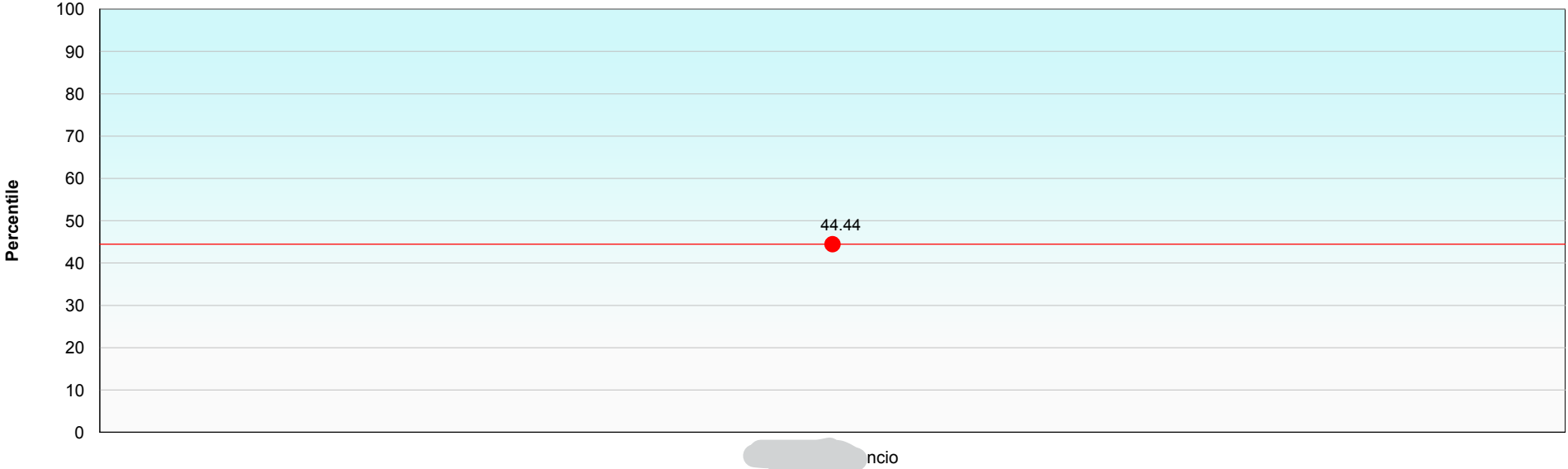
Calibration Recording Summary



Date Time Range: 10/29/2015 12:00:00 AM - 10/31/2015 11:59:59 PM
 Questionnaire Name: Is not null Populating...

Questionnaire Details		Interaction Details	
Questionnaire Directory:	Customer Service	Media Type:	Call
Questionnaire Name:	Customer Service Abbrev	Recorded Date:	10/30/2015 8:02:51AM
Questionnaire Notes:	A shortened version of the full Customer Service questionnaire	Recording ID:	36F51114-64EA-D04F-8B65-0D3F05AD0001
		Interaction ID Key:	1001910218C0151030
		Initiation Policy:	Marketing Interactions
		Recording length:	00:04:46
		Direction:	Inbound

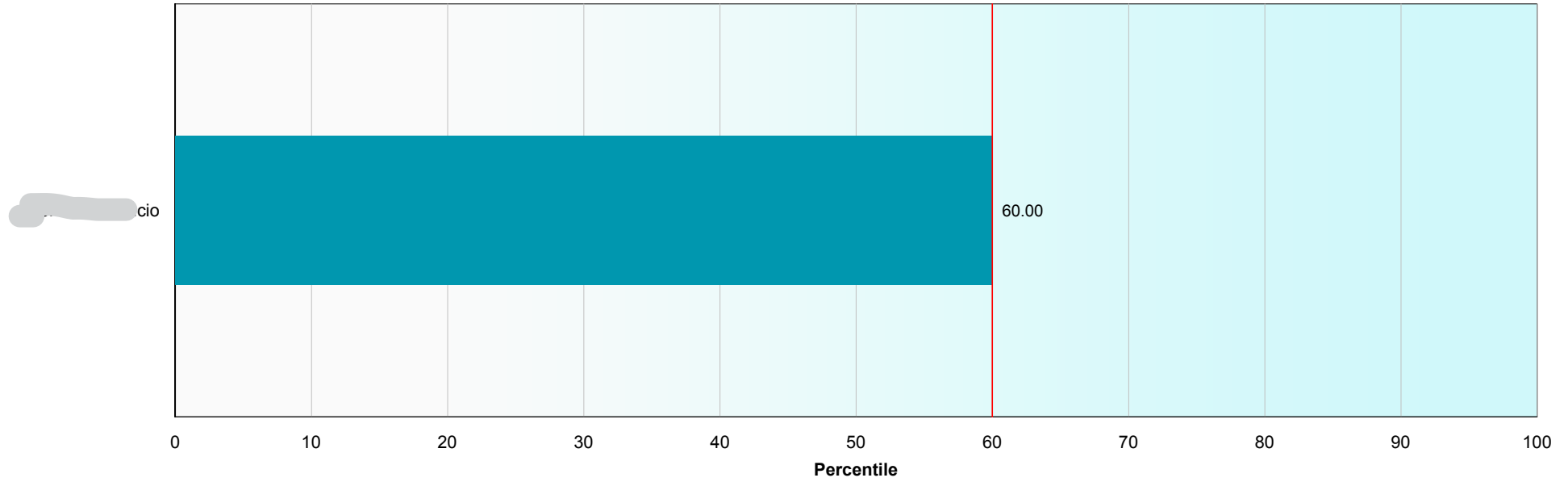
Scorecard Details					
Number of Scorecards:	1	Average Score:	44.44%	Median Score:	44.44%
Highest Score:	44.44%	Lowest Score:	44.44%	Score Variance:	0.00%



Comparison of Group Scores by User for Intro/Greeting

Group Note:

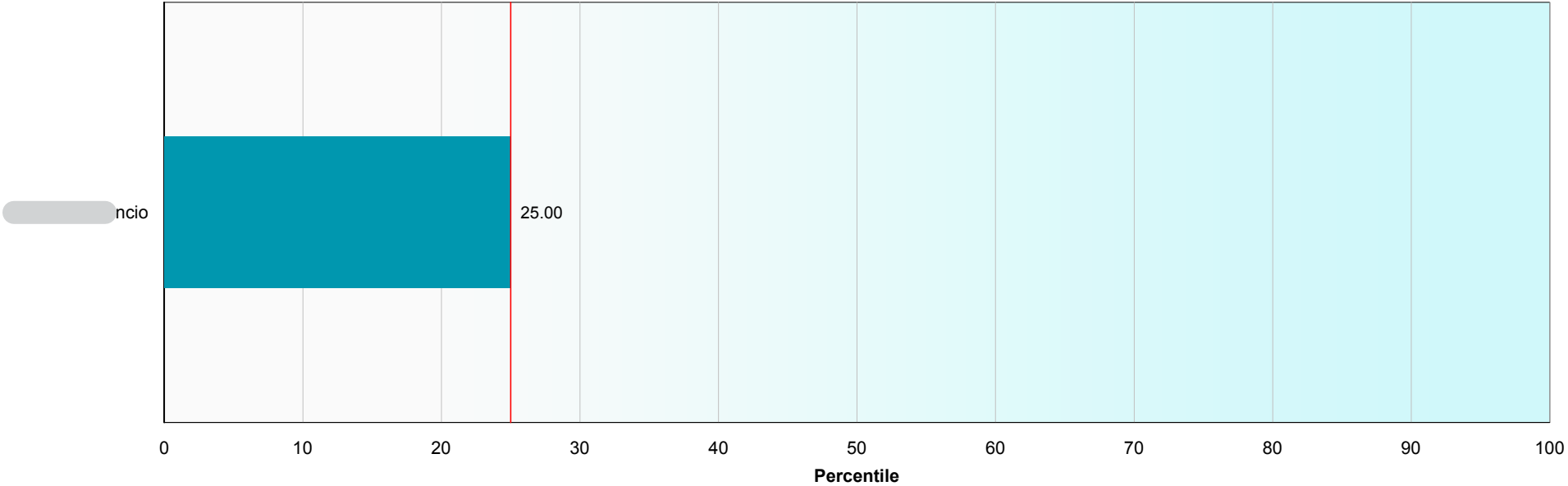
Number of Scorecards:	1	Average Score:	60.00%	Median Score:	60.00%
Highest Score:	60.00%	Lowest Score:	60.00%	Score Variance:	0.00%



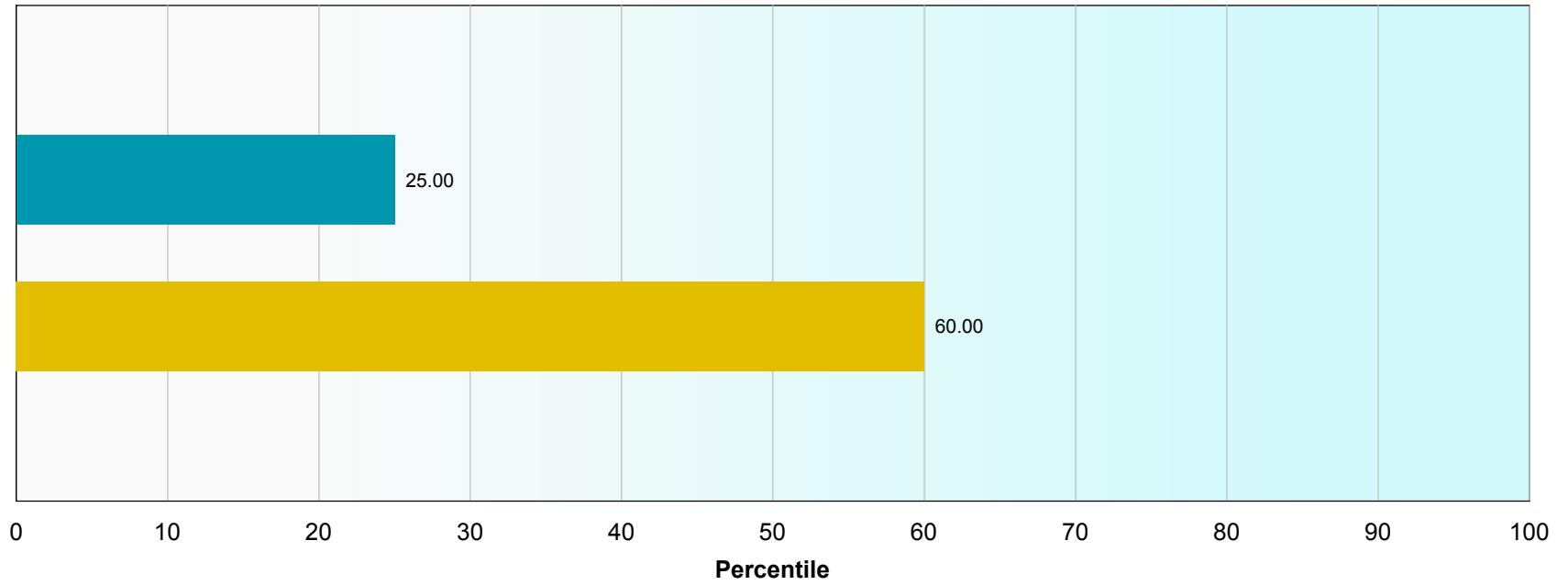
Comparison of Group Scores by User for Customer Service Skills

Group Note:

Number of Scorecards:	1	Average Score:	25.00%	Median Score:	25.00%
Highest Score:	25.00%	Lowest Score:	25.00%	Score Variance:	0.00%



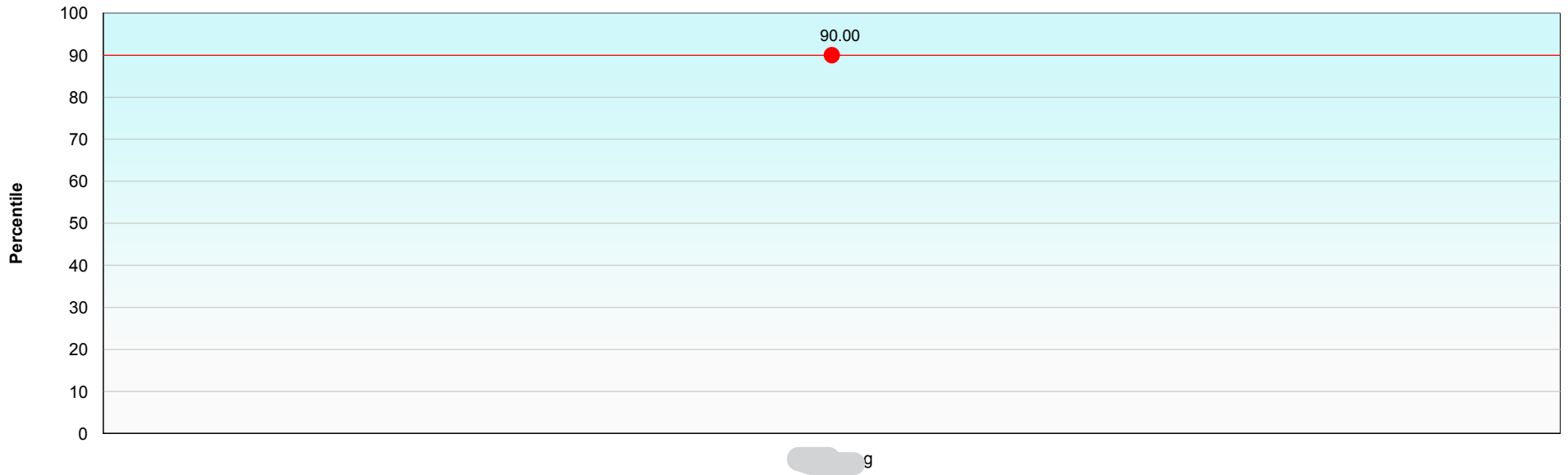
Comparison of Group Scores for Questionnaire



Questionnaire Details		Interaction Details	
Questionnaire Directory:	Customer Service	Media Type:	Call
Questionnaire Name:	Customer Service Abbrev	Recorded Date:	10/31/2015 11:59:53PM
Questionnaire Notes:	A shortened version of the full Customer Service questionnaire	Recording ID:	05781214-482E-D05B-8B65-0D3F05AD0001
		Interaction ID Key:	2001006543C0151101
		Intiation Policy:	Support Interactions
		Recording length:	00:04:29
		Direction:	Inbound

Scorecard Details

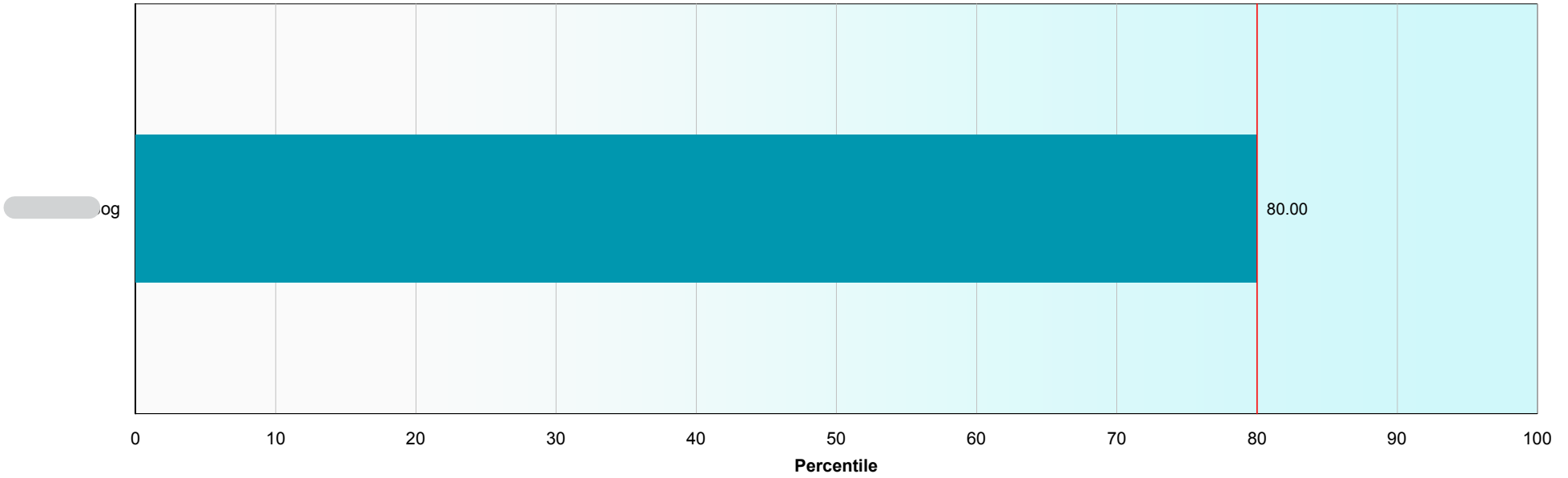
Number of Scorecards:	1	Average Score:	90.00%	Median Score:	90.00%
Highest Score:	90.00%	Lowest Score:	90.00%	Score Variance:	0.00%



Comparison of Group Scores by User for Intro/Greeting

Group Note:

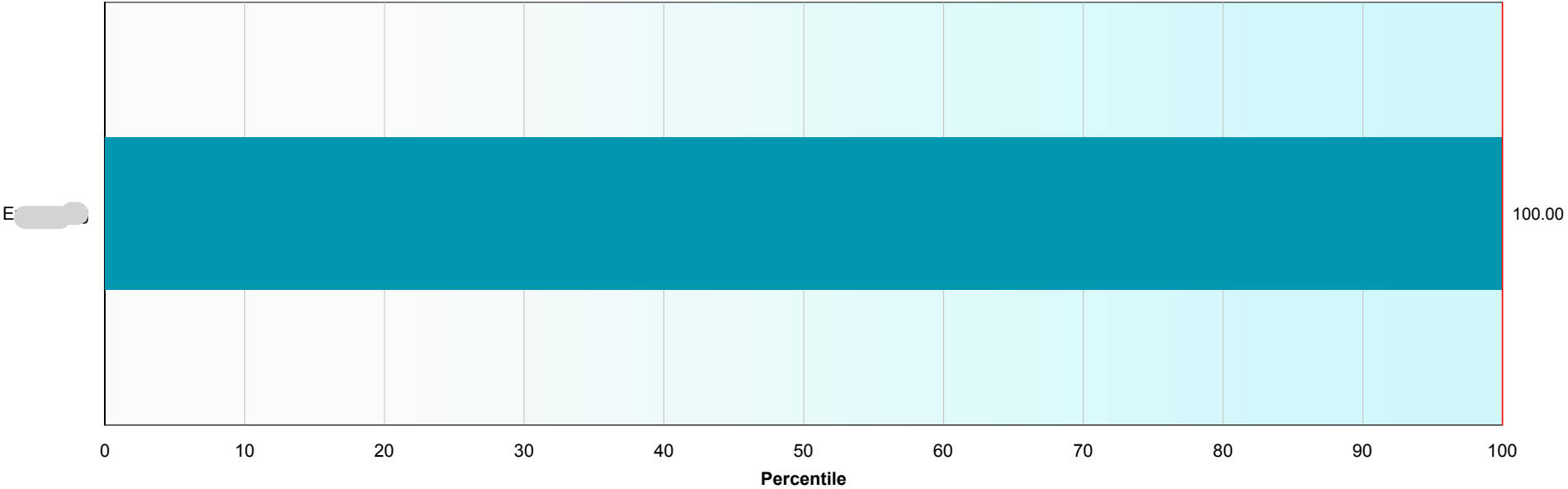
Number of Scorecards:	1	Average Score:	80.00%	Median Score:	80.00%
Highest Score:	80.00%	Lowest Score:	80.00%	Score Variance:	0.00%



Comparison of Group Scores by User for Customer Service Skills

Group Note:

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



Comparison of Group Scores for Questionnaire

