



Calibration Details

Recording Date/Time: 8/1/2015 12:00:00 AM - 8/30/2017 11:59:59 PM

Group Report by: Scored User

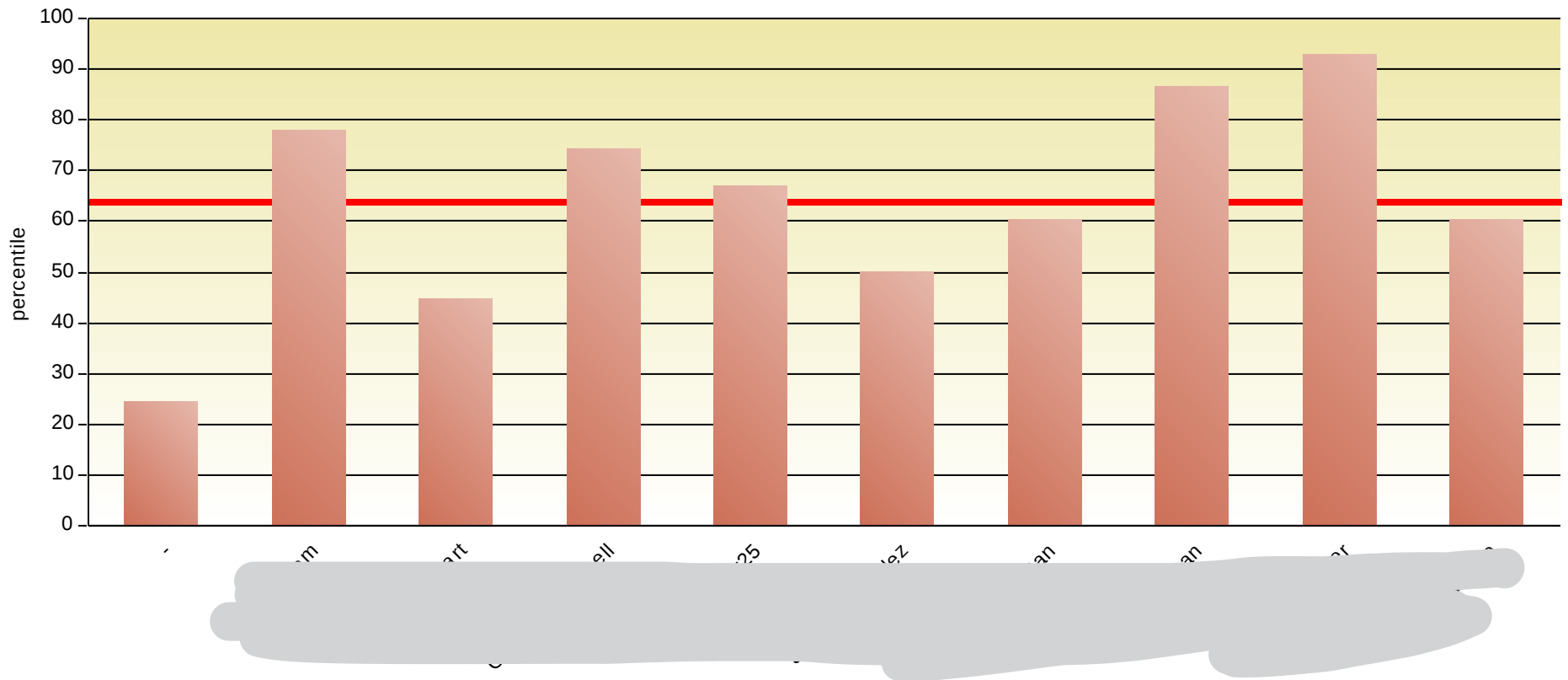
Questionnaire Name: Is not null <All>

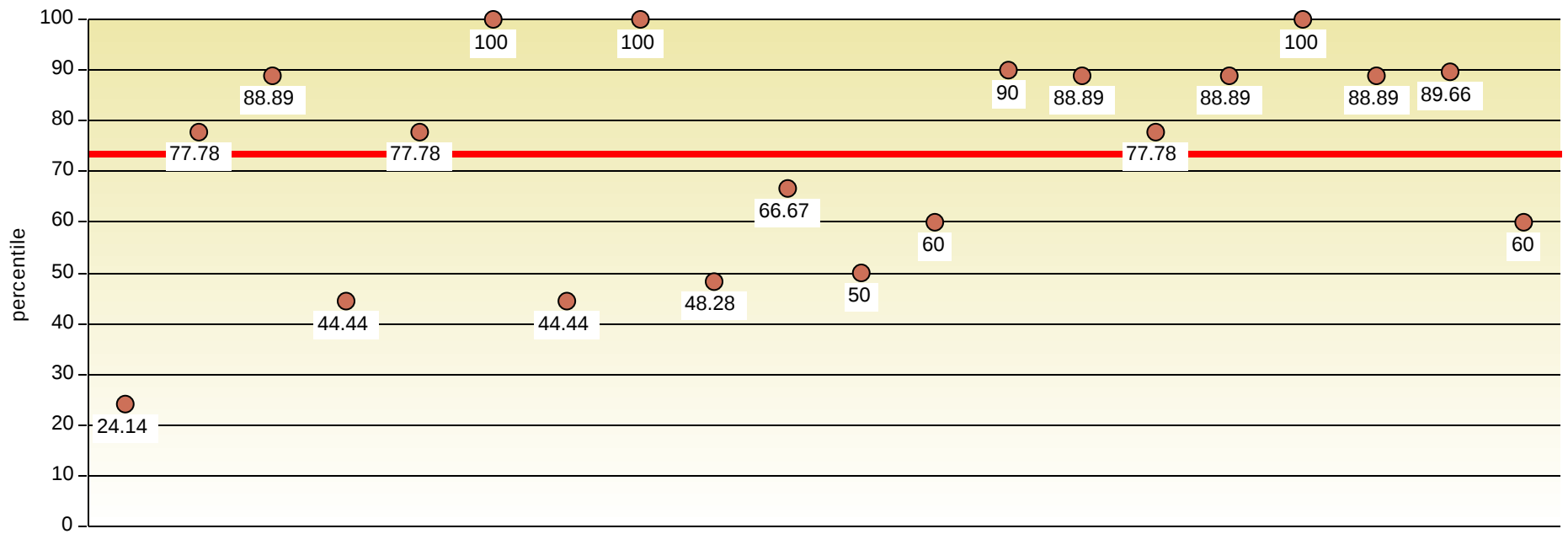
Customer Service Abbrev

Number of Scorecards: 20
Average Score: 73.33%

Highest Score: 100.00%
Lowest Score: 24.14%

Median Score: 77.78%
Score Variance: 75.86%





Scored User: -					
Recording ID:	5C6B1114-59B9-D084-8745-57740D320001	(1)	Variance:	0.00%	
Interaction ID:	100169652760151028	Total Talk:	1:11:07:23	Total Hold:	00:00:00
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
<scoring user>	24.14%			✓	F

Scored User:					
Recording ID:	2D8D1314-275F-D078-8B65-0D3F05AD0001	(1)	Variance:	0.00%	
Interaction ID:	2001217200C0151104	Total Talk:	2:05:21:54	Total Hold:	00:00:00
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
<scoring user>	77.78%			✓	C

Recording ID:	70E11314-B645-D087-8B65-0D3F05AD0001			(1)	Variance:	0.00%		
Interaction ID:	2001282476C0151105	Total Talk:	01:35:34	Total Hold:	00:00:00	Wrapup Code:		
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank			
<scoring user>	88.89%			✓	B			

Recording ID:	606D1114-7920-D01B-8745-57740D320001			(1)	Variance:	0.00%		
Interaction ID:	100169828160151028	Total Talk:	1:19:42:09		Total Hold:	00:00:00	Wrapup Code:	
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank			
<scoring user>	44.44%			✓	F			

Recording ID:		24631114-5886-D0B0-8745-57740D320001			(1)	Variance:	0.00%					
Interaction ID:		100169043060151028		Total Talk:		8:18:53:31		Total Hold:	06:04:03		Wrapup Code:	
Scorer				Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank				
<scoring user>				77.78%				C				

Recording ID:	FC6C1114-1261-D0C9-8745-57740D320001			(1)	Variance:	0.00%
Interaction ID:	100169800060151028	Total Talk:	3:20:23:03	Total Hold:	00:00:00	Wrapup Code:
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank	
<scoring user>	100.00%			✓	A	

Scored User:						
Recording ID:	36F51114-64EA-D04F-8B65-0D3F05AD0001			(1)	Variance:	0.00%
Interaction ID:	1001910218C0151030	Total Talk:	3:07:22:07	Total Hold:	00:00:00	Wrapup Code:
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank	
<scoring user>	44.44%			✓	F	

Scored User:**Recording ID:** 45531114-39A5-D00E-8745-57740D320001 (1) **Variance:** 0.00%**Interaction ID:** 100167811760151028 **Total Talk:** 3:02:51:14 **Total Hold:** 00:00:00 **Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

100.00%



A

Recording ID: F1521114-ABCD-D068-8745-57740D320001 (1) **Variance:** 0.00%**Interaction ID:** 100167797360151028 **Total Talk:** 3:02:51:12 **Total Hold:** 00:00:00 **Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

48.28%



F

Scored User:**Recording ID:** 92891314-6293-D0FB-8B65-0D3F05AD0001 (1) **Variance:** 0.00%**Interaction ID:** 2001214627C0151104 **Total Talk:** 1:16:58:06 **Total Hold:** 00:00:00 **Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

66.67%



D

Scored User:**Recording ID:** FA9A1314-30EF-D010-8B65-0D3F05AD0001 (1) **Variance:** 0.00%**Interaction ID:** 2001228035C0151104 **Total Talk:** 6:17:15:07 **Total Hold:** 21:18:39 **Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

50.00%



F

Scored User:**Recording ID:** AE451314-E30A-D0A9-8B65-0D3F05AD0001 (1) **Variance:** 0.00%**Interaction ID:** 2001162263C0151103 **Total Talk:** 10:07:31:11 **Total Hold:** 20:33:19 **Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

60.00%



D

Scored User:**Recording ID:** 05781214-482E-D05B-8B65-0D3F05AD0001

(1)

Variance: 0.00%**Interaction ID:** 2001006543C0151101**Total Talk:** 3:02:51:11**Total Hold:** 00:00:00**Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

90.00%



A

Recording ID: CBEB1014-CB37-D029-8745-57740D320001

(1)

Variance: 0.00%**Interaction ID:** 100159811660151027**Total Talk:****Total Hold:****Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

88.89%



B

Recording ID: C9A11014-106E-D02B-8745-57740D320001

(1)

Variance: 0.00%**Interaction ID:** 100154138260151026**Total Talk:****Total Hold:****Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

77.78%



C

Recording ID: 982E1114-05A6-D033-8745-57740D320001

(1)

Variance: 0.00%**Interaction ID:** 100165026960151027**Total Talk:** 3:02:51:27**Total Hold:** 00:00:00**Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

88.89%



B

Scored User:**Recording ID:** 5F391314-425B-D031-8B65-0D3F05AD0001

(1)

Variance: 0.00%**Interaction ID:** 2001152897C0151103**Total Talk:** 5:16:42:42**Total Hold:** 00:00:00**Wrapup Code:**

Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
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<scoring user>

100.00%



A

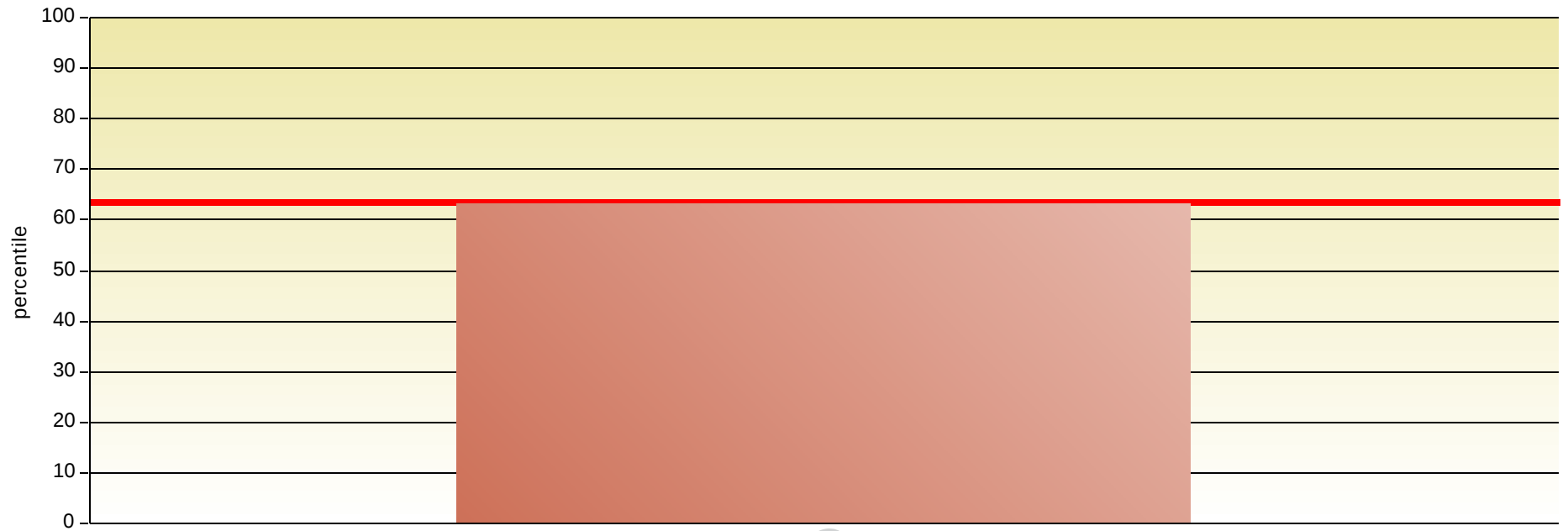
Recording ID:	B7391314-E4A5-D09B-8B65-0D3F05AD0001			(1)	Variance:	0.00%		
Interaction ID:	2001154083C0151103		Total Talk:	21:21:45		Total Hold:	00:00:00	Wrapup Code:
Scorer		Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
<scoring user>		88.89%				B		

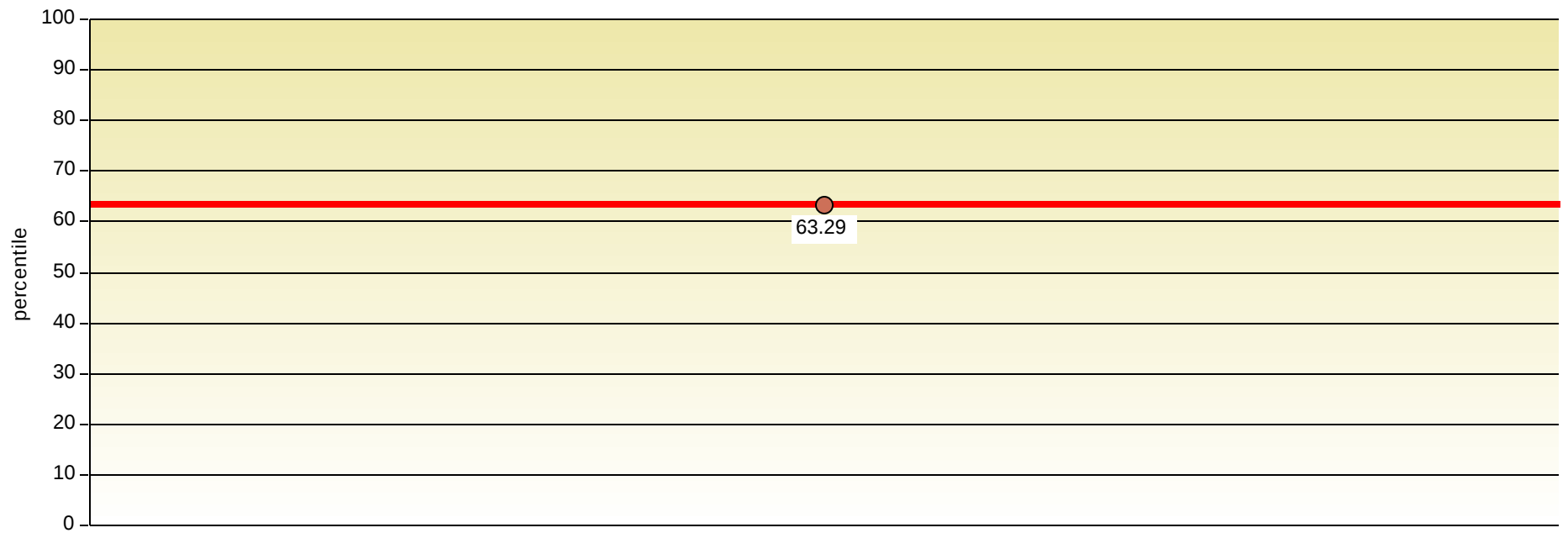
Recording ID:	78370F14-56B0-D0A8-8745-57740D320001			(1)	Variance:	0.00%		
Interaction ID:	100126391060151021		Total Talk:		Total Hold:		Wrapup Code:	
Scorer		Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
<scoring user>		89.66%				A		

Scored User:								
Recording ID:	48E01314-42A4-D07E-8B65-0D3F05AD0001			(1)	Variance:	0.00%		
Interaction ID:	2001281141C0151105		Total Talk:	2:19:27:27		Total Hold:	00:00:00	Wrapup Code:
Scorer		Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank		
<scoring user>		60.00%				D		

Sales Initial Calls

Number of Scorecards:	1	Highest Score:	63.29%	Median Score:	63.29%
Average Score:	63.29%	Lowest Score:	63.29%	Score Variance:	0.00%





Scored User:					
Recording ID:	577D1314-B330-D025-8B65-0D3F05AD0001		(1)	Variance:	0.00%
Interaction ID:	2001204713C0151104	Total Talk:	3:02:51:29	Total Hold:	00:00:00
Wrapup Code:					
Scorer	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank
<scoring user>	63.29%	100.000000	18.600000	✓	D