



Calibration Details

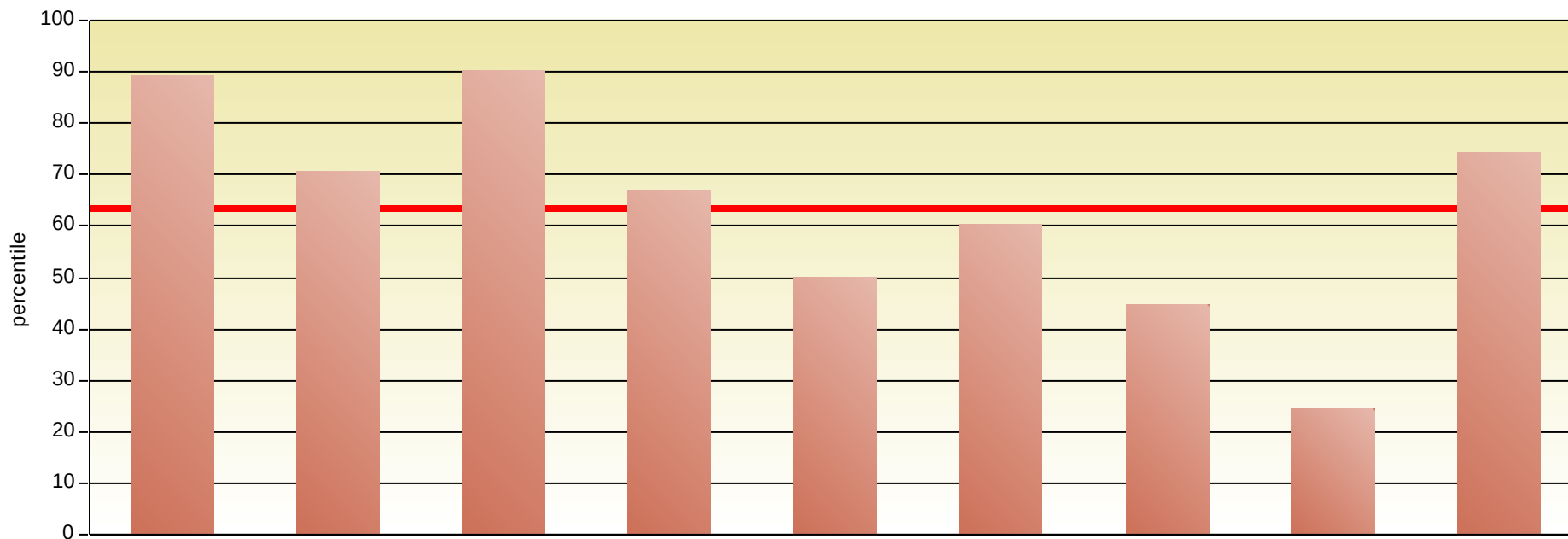
Recording Date/Time: 8/1/2015 12:00:00 AM - 8/30/2017 11:59:59 PM
Group Report by: Scoring User
Questionnaire Name: Is not null <All>

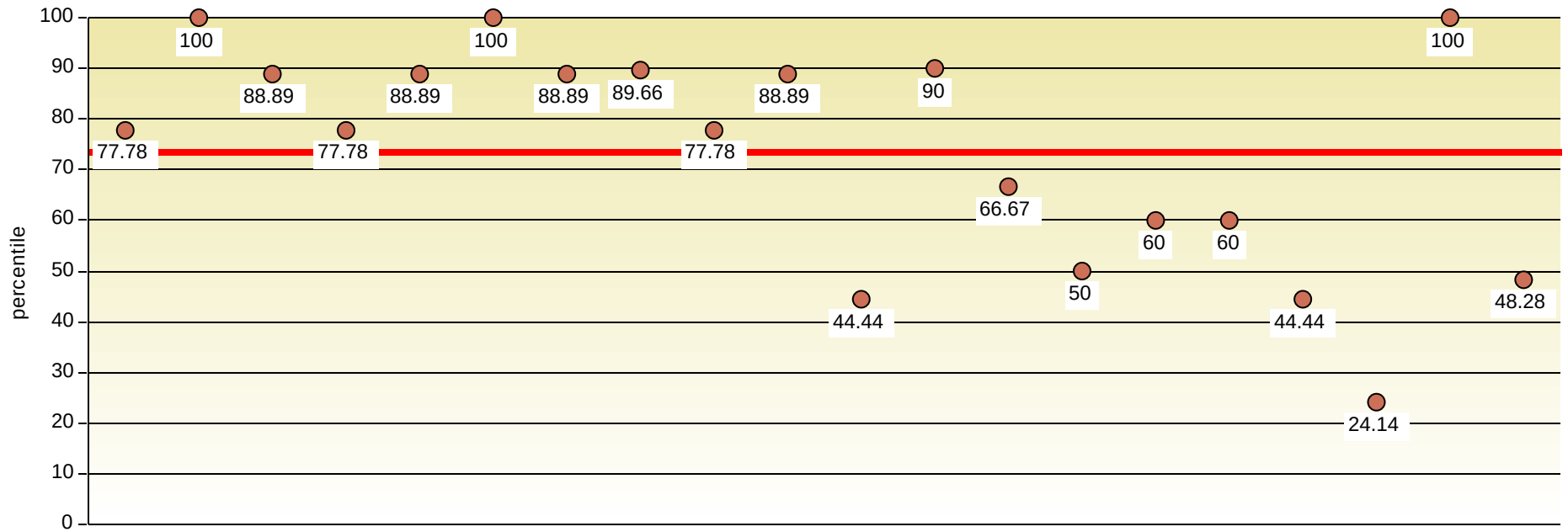
Customer Service Abbrev

Number of Scorecards: 20
Average Score: 73.33%

Highest Score: 100.00%
Lowest Score: 24.14%

Median Score: 77.78%
Score Variance: 75.86%





Scoring User:

Scored User:

(0)

Variance: 0.00%

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			
FC6C1114-1261-D0C9-8745-57740D320001	100.00%			✓	A	100169800060151028			

Scored User:

(0)

Variance: 0.00%

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			

Scored User:		(0)		Variance:		0.00%			
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			
B7391314-E4A5-D09B-8B65-0D3F05AD0001	88.89%			✓	B	2001154083C0151103			
78370F14-56B0-D0A8-8745-57740D320001	89.66%			✓	A	100126391060151021			

Scoring User:		(0)		Variance:		0.00%			
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			
70E11314-B645-D087-8B65-0D3F05AD0001	88.89%			✓	B	2001282476C0151105			
606D1114-7920-D01B-8745-57740D320001	44.44%			✓	F	100169828160151028			

Scoring User:		(0)		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			

Scoring User:		(0)		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			

Scoring User:		(0)		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			

Scoring User:

Scored User:

Michael Logan

(0)

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			

Scoring User:

Scored User:

Michael Logan

(0)

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			

Scoring User:

Scored User:

Don Stewart

(0)

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			

Scoring User:

Scored User:

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(0)

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			

Scoring User:

Scored User:

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(0)

Variance: 0.00%

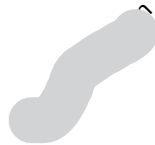
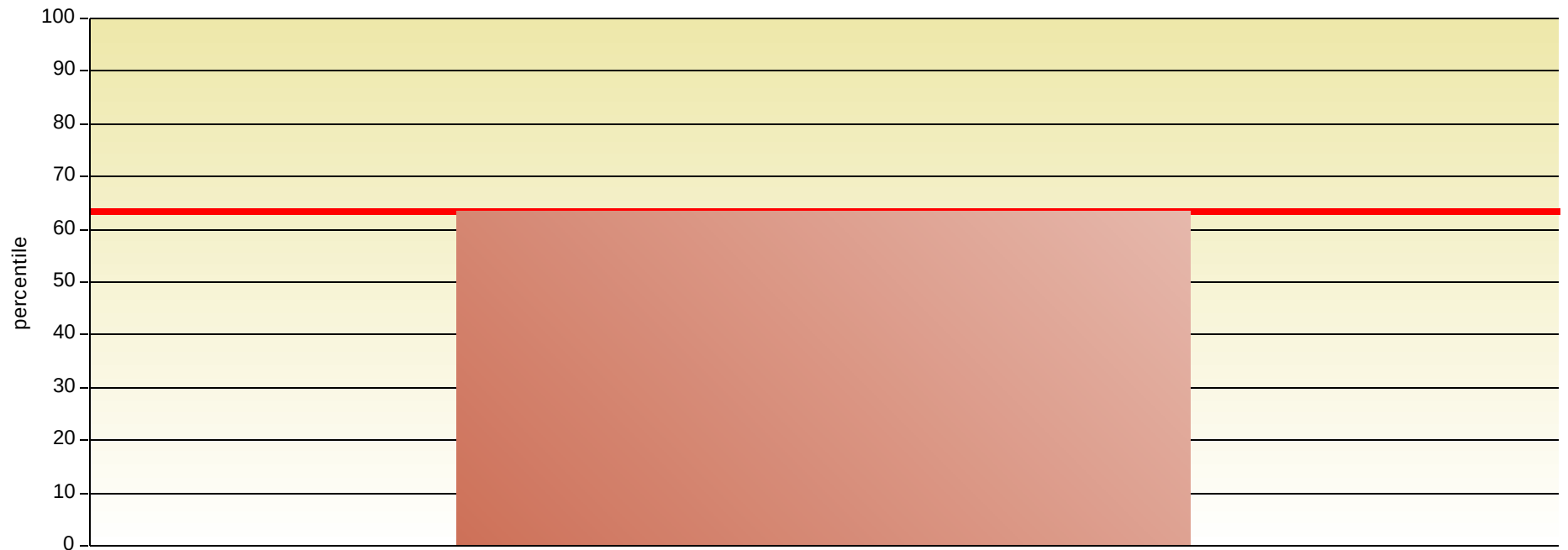
Recording ID	Total Score	Critical Score	Non-Critical Score	Pass/Fail	Rank	Interaction ID	Total Talk	Total Hold	Wrapup Code
45531114-39A5-D00E-8745-57740D320001	100.00%			✓	A	100167811760151028			
F1521114-ABCD-D068-8745-57740D320001	48.28%			✓	F	100167797360151028			

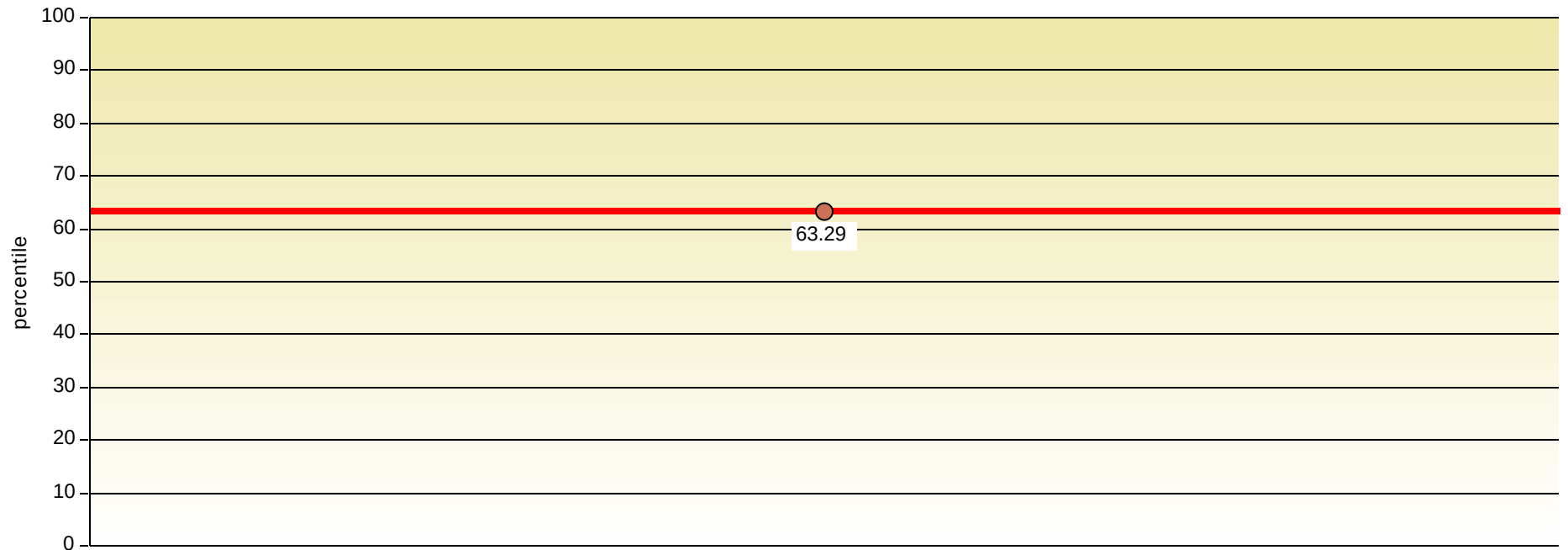
Sales Initial Calls

Number of Scorecards: 1
Average Score: 63.29%

Highest Score: 63.29%
Lowest Score: 63.29%

Median Score: 63.29%
Score Variance: 0.00%





Scoring User:

Scored User:

(0)

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%	100.000000	18.600000	✓	D	2001204713C0151104			