

Calibration Question Group Details

Recording Date/Time: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Questionnaire Name: Is not null Populating...

Workgroup Queue: Is not null

Interaction ID Key: 100126391060151021

Recording ID: 78370F14-56B0-D0A8-8745-57740D320001

Customer Service Abbrev

Intro/Greeting

ID	Yes/No Questions	High	Low	Score	Number		Results	
טו	res/No Questions	Score	Score	Variance	Scored	Yes	No	N/A
1.	Did the agent welcome the caller with the appropriate greeting?	1.00	1.00	0.00	1	1	0	0
2.	Did the agent say his/her name during the introduction?	1.00	1.00	0.00	1	1	0	0
ID	Multiple Choice Questions	High	Low	Score	Number		Results	
טו	Multiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A
3.	How did the agent sound in speaking with the customer?	3.00	3.00	0.00	1		1	0
			This	agent loves I	nis/her job!	3.00	1	
		He/She	e would rat	ther be some	where else	0.00	0	
		Just takin	ig care of b	ousiness. No	thing more	1.00	0	
				Pre	etty normal	2.00	0	

Customer Service Skills

ID	Yes/No Questions	High	Low	Score	Number		Results	
טו	res/NO Questions	Score	Score	Variance	Scored	Yes	No	N/A
1.	Did the agent repeat the issue back to the customer for verification?	1.00	1.00	0.00	1	1	0	0
ID	Multiple Choice Questions	High	Low	Score	Number		Results	
טו	Multiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A
2.	How would you describe the agent's understanding of the issue/question(s)?	3.00	3.00	0.00	1		1	0
		The ager	nt displaye	d a deep und	erstanding	3.00	1	
				Complete	ly clueless	0.00	0	
		It took a	few tries, I	out the agent fig	eventually jured it out	1.00	0	
		The	e agent kn	ew most of th	e answers	2.00	0	

Hold Etiquette

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ID	Numeric Questions	High	Low	Score	Number		Results	
טו	Numeric Questions	Score	Score	Variance	Scored	Score	Count	N/A
1. How ma hold?	ny times did the agent put the customer on	17.00	17.00	0.00	1		1	0
						17.00	1	
ID	Yes/No Questions	High	Low	Score	Number		Results	
טו	res/No Questions	Score	Score	Variance	Scored	Yes	No	N/A
	agent follow the appropriate protocol for the caller on hold?	1.00	1.00	0.00	1	1	0	0

Interaction ID Key: 100154138260151026

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

Customer Service Abbrev

Intro/Greeting

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ID	Yes/No Questions	High	Low	Score	Number		Results	
10	res/NO Questions	Score	Score	Variance	Scored	Yes	No	N/A
	Did the agent welcome the caller with the appropriate greeting?	1.00	1.00	0.00	1	1	0	0
	Did the agent say his/her name during the introduction?	1.00	1.00	0.00	1	1	0	0
ın	Multiple Chaine Quantians	High	Low	Score	Number		Results	
ID	Multiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A
	How did the agent sound in speaking with the customer?	2.00	2.00	0.00	1		1	0
				Pre	etty normal	2.00	1	
		He/She	where else	0.00	0			
		Just takin	g care of b	thing more	1.00	0		

Customer Service Skills

ID	Yes/No Questions	High	Low	Score	Number		0 Results	
טו	res/No Questions	Score	Score	Variance	Scored	Yes	No	N/A
1.	Did the agent repeat the issue back to the customer for verification?	1.00	1.00	0.00	1	1	0	0
ī	Multiple Chaice Questions	High	Low	Score	Number		Results	
ID	Multiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A
2.	How would you describe the agent's understanding of the issue/question(s)?	2.00	2.00	0.00	1		1	0
		The	e agent kn	ew most of th	e answers	2.00	1	
				Complete	ly clueless	0.00	0	
		It took a	few tries, I	but the agent fig	eventually gured it out	1.00	0	
		The ager	nt displaye	d a deep und	erstanding	3.00	0	

Hold Etiquette

ID	Numeric Questions	High	Low	Score	Number		Results	
טו	Numeric Questions	Score	Score	Variance	Scored	Score	Count	N/A
	How many times did the agent put the customer on hold?	0.00	0.00	0.00	1		0	1
ID	Vas/No Quastions	High	Low	Score	Number		Results	
ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Yes	Results No	N/A

Interaction ID Key: 100159811660151027

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

Customer Service Abbrev

Intro/Greeting

	o/Greeting							
ID	Yes/No Questions	High	Low	Score	Number		Results	
טו	res/No Questions	Score	Score	Variance	Scored	Yes	No	N/A
1.	Did the agent welcome the caller with the appropriate greeting?	1.00	1.00	0.00	1	1	0	0
2.	Did the agent say his/her name during the introduction?	1.00	1.00	0.00	1	1	0	0
ID	Multiple Choice Questions	High	Low	Score	Number		Results	
טו	wattiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A
3.	How did the agent sound in speaking with the customer?	3.00	3.00	0.00	1		1	0
			This	agent loves I	nis/her job!	3.00	1	
		He/She would rather be somewhere else					0	
		Just takin	g care of b	ousiness. No	thing more	1.00	0	
				Pre	etty normal	2.00	0	

Interaction ID Key: 100159811660151027

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

Customer Service Abbrev

Customer Service Skills

ID	Yes/No Questions	High	Low	Score	Number		Results	
טו	res/NO Questions	Score	Score	Variance	Scored	Yes	No	N/A
1.	Did the agent repeat the issue back to the customer for verification?	1.00	1.00	0.00	1	1	0	0
ID	Multiple Chains Questions	High	Low	Score	Number		Results	
טו	Multiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A
2.	How would you describe the agent's understanding of the issue/question(s)?	2.00	2.00	0.00	1		1	0
		The	e agent kn	ew most of th	e answers	2.00	1	
				Complete	ly clueless	0.00	0	
		It took a	few tries, b	out the agent fig	eventually jured it out	1.00	0	
		The ager	t displaye	d a deep und	erstanding	3.00	0	

Hold Etiquette

ID	Numeric Questions	High	Low	Score	Number		Results	
טו	Numeric Questions	Score	Score	Variance	Scored	Score	Count	N/A
	How many times did the agent put the customer on hold?	0.00	0.00	0.00	1		0	1
ın	Vas/No Questions	High	Low	Score	Number		Results	
ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Yes	Results No	N/A

Interaction ID Key: 100165026960151027

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

Customer Service Abbrev

Intro/Greeting

ID	Yes/No Questions	High	Low	Score	Number		Results	
טו	163/10 Questions	Score	Score	Variance	Scored	Yes	No	N/A
	Did the agent welcome the caller with the appropriate greeting?	1.00	1.00	0.00	1	1	0	0
	Did the agent say his/her name during the introduction?	1.00	1.00	0.00	1	1	0	0
	Multiple Chains Questions	High	Low	Score	Number		Results	
ID	Multiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A
_	How did the agent sound in speaking with the customer?	2.00	2.00	0.00	1		1	0
				Pre	etty normal	2.00	1	
		He/She	would rat	her be some	where else	0.00	0	
		Just takin	g care of b	thing more	1.00	0		

Customer Service Skills

ID	Yes/No Questions	High	Low	Score	Number		Results	
10	Tes/NO Questions	Score	Score	Variance	Scored	Yes	No	N/A
1.	Did the agent repeat the issue back to the customer for verification?	1.00	1.00	0.00	1	1	0	0
ID	Multiple Choice Questions	High	Low	Score	Number		Results	
l ID	Multiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A

ID Multiple Choice Questions	High	Low	Score	Number		Results	
in wattiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A
How would you describe the agent's understanding of the issue/question(s)?	3.00	3.00	0.00	1		1	0
	The ager	nt displaye	d a deep und	erstanding	3.00	1	
			Complete	ly clueless	0.00	0	
	It took a few tries, but the agent eventually figured it out					0	
	The	e agent kn	ew most of th	e answers	2.00	0	

Hol	d Etiquette							
ın	Numeric Questions	High	Low Score	Score Variance	Number Scored	Results		
ID		Score				Score	Count	N/A
1.	How many times did the agent put the customer on hold?	0.00	0.00	0.00	1		0	1
ID	Yes/No Questions	High	Low Score	Score Variance	Number Scored	Results		
טו		Score				Yes	No	N/A
2.	Did the agent follow the appropriate protocol for placing the caller on hold?	0.00	0.00	0.00	1	0	0	1