



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 Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						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 his/her job!					3.00	1	
	He/She would rather be somewhere else					0.00	0	
	Just taking care of business. Nothing more					1.00	0	
	Pretty normal					2.00	0	

Customer Service Skills

ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						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 agent displayed a deep understanding					3.00	1	
	Completely clueless					0.00	0	
	It took a few tries, but the agent eventually figured it out					1.00	0	
	The agent knew most of the answers					2.00	0	

Hold Etiquette

ID	Numeric Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						Score	Count	N/A
1.	How many times did the agent put the customer on hold?	17.00	17.00	0.00	1		1	0
						17.00	1	
ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						Yes	No	N/A
2.	Did the agent follow the appropriate protocol for placing 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 Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						Score	Count	N/A
3.	How did the agent sound in speaking with the customer?	2.00	2.00	0.00	1		1	0
	Pretty normal					2.00	1	
	He/She would rather be somewhere else					0.00	0	
	Just taking care of business. Nothing more					1.00	0	
	This agent loves his/her job!					3.00	0	

Customer Service Skills

ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						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 agent knew most of the answers					2.00	1	
	Completely clueless					0.00	0	
	It took a few tries, but the agent eventually figured it out					1.00	0	
	The agent displayed a deep understanding					3.00	0	

Hold Etiquette

ID	Numeric Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						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

Interaction ID Key: 100159811660151027

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

Customer Service Abbrev

Intro/Greeting

ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						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 his/her job!					3.00	1	
	He/She would rather be somewhere else					0.00	0	
	Just taking care of business. Nothing more					1.00	0	
	Pretty 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 Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						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 agent knew most of the answers					2.00	1	
	Completely clueless					0.00	0	
	It took a few tries, but the agent eventually figured it out					1.00	0	
	The agent displayed a deep understanding					3.00	0	

Hold Etiquette

ID	Numeric Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						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

Interaction ID Key: 100165026960151027
 Recording ID: 982E1114-05A6-D033-8745-57740D320001

Customer Service Abbrev

Intro/Greeting

ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						Score	Count	N/A
3.	How did the agent sound in speaking with the customer?	2.00	2.00	0.00	1		1	0
	Pretty normal					2.00	1	
	He/She would rather be somewhere else					0.00	0	
	Just taking care of business. Nothing more					1.00	0	
	This agent loves his/her job!					3.00	0	

Customer Service Skills

ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						Score	Count	N/A

ID	Multiple Choice Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						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 agent displayed a deep understanding					3.00	1	
	Completely clueless					0.00	0	
	It took a few tries, but the agent eventually figured it out					1.00	0	
	The agent knew most of the answers					2.00	0	

Hold Etiquette

ID	Numeric Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						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 Score	Low Score	Score Variance	Number Scored	Results		
						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