



Quality Scoring Details

Recording Date: 9/28/2010 12:00:00 AM - 9/28/2017 11:59:59 PM

Recording Date: 10/31/2015 11:59:53 PM Media: Call

Questionnaire Name: Customer Service Abbrev

Recorded User ID: [Redacted]

Form Score: 09.00 Percentile: 90.00 Rank: A

Scored User ID: [Redacted]

Question Group: Intro/Greeting		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Required	Did the agent welcome the caller with the appropriate greeting?	Yes		0.00	1.00	1.00
Required	Did the agent say his/her name during the introduction?	Yes		0.00	1.00	1.00
Required	How did the agent sound in speaking with the customer?	Pretty normal		0.00	3.00	2.00

Question Group: Customer Service Skills		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Required	Did the agent repeat the issue back to the customer for verification?	Yes		0.00	1.00	1.00
Required	How would you describe the agent's understanding of the issue/question(s)?	The agent displayed a deep understanding		0.00	3.00	3.00

Question Group: Hold Etiquette		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Required	How many times did the agent put the customer on hold?		✓	1.00	20.00	0.00
Required	Did the agent follow the appropriate protocol for placing the caller on hold?	Yes		0.00	1.00	1.00

Recording Date: 6/3/2014 7:28:35 AM Media: Call

Questionnaire Name: Customer Service Abbrev

Recorded User ID: [Redacted]

Form Score: 07.00 Percentile: 77.78 Rank: C

Scored User ID: [Redacted]

Question Group: Intro/Greeting		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Required	Did the agent welcome the caller with the appropriate greeting?	Yes		0.00	1.00	1.00
Required	Did the agent say his/her name during the introduction?	Yes		0.00	1.00	1.00
Required	How did the agent sound in speaking with the customer?	Pretty normal		0.00	3.00	2.00

Question Group: Customer Service Skills		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer

Questionnaire Name: Customer Service Abbrev

Recorded User ID: [Redacted]

Form Score: 07.00 Percentile: 77.78 Rank: C

Scored User ID: [Redacted]

Required	Did the agent repeat the issue back to the customer for verification?	Yes		0.00	1.00	1.00
Required	How would you describe the agent's understanding of the issue/question(s)?	The agent knew most of the answers		0.00	3.00	2.00

Question Group: Hold Etiquette		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Required	How many times did the agent put the customer on hold?		✓	1.00	20.00	0.00
Required	Did the agent follow the appropriate protocol for placing the caller on hold?		✓	0.00	1.00	0.00

Recording Date: 1/22/2014 12:28:09 PM Media: Call

Questionnaire Name: SC Tech Support

Recorded User ID: [Redacted]

Form Score: 70.00 Percentile: 100.00 Rank: A

Scored User ID: [Redacted]

Question Group: Intro/Greeting		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Required	Did the agent welcome the caller with the appropriate greeting?	Yes		0.00	10.00	10.00
Required	Did the agent say his/her name during the introduction?	Yes		0.00	10.00	10.00
Required	How did the agent sound in speaking with the customer?	Very interested in customer.		0.00	10.00	10.00

Question Group: Customer Service Skills		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Required	Did the agent repeat the issue back to the customer for verification?	Yes		0.00	10.00	10.00
Required	How would you describe the agent's understanding of the issue/question(s)?	The agent displayed a deep understanding		0.00	10.00	10.00

Question Group: Hold Etiquette		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Optional	Did the agent ask permission prior to placing the caller on hold?	Yes		0.00	10.00	10.00
Optional	Did the agent thank the customer for holding?	Yes		0.00	10.00	10.00

Recording Date: 10/28/2015 11:26:03 AM Media: Call

Questionnaire Name: Customer Service Abbrev

Recorded User ID: david.ham

Form Score: 07.00 Percentile: 77.78 Rank: C

Scored User ID: david.ham

Marked for Calibration

Question Group: Intro/Greeting		Score				
Importance	Question Text	Question Answer	N/A	Min	Max	Answer

Questionnaire Name: Customer Service Abbrev

Recorded User ID: [Redacted]

Form Score: 07.00 Percentile: 77.78 Rank: C

Scored User ID: [Redacted]

Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Required	Did the agent repeat the issue back to the customer for verification?	Yes		0.00	1.00	1.00
Required	How would you describe the agent's understanding of the issue/question(s)?	The agent knew most of the answers		0.00	3.00	2.00
Question Group: Hold Etiquette						
Required	How many times did the agent put the customer on hold?		✓	1.00	20.00	0.00
Required	Did the agent follow the appropriate protocol for placing the caller on hold?		✓	0.00	1.00	0.00

Recording Date: 1/22/2014 12:28:09 PM Media: Call

Questionnaire Name: SC Tech Support

Recorded User ID: [Redacted]

Form Score: 70.00 Percentile: 100.00 Rank: A

Scored User ID: [Redacted]

Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Question Group: Intro/Greeting						
Required	Did the agent welcome the caller with the appropriate greeting?	Yes		0.00	10.00	10.00
Required	Did the agent say his/her name during the introduction?	Yes		0.00	10.00	10.00
Required	How did the agent sound in speaking with the customer?	Very interested in customer.		0.00	10.00	10.00
Question Group: Customer Service Skills						
Required	Did the agent repeat the issue back to the customer for verification?	Yes		0.00	10.00	10.00
Required	How would you describe the agent's understanding of the issue/question(s)?	The agent displayed a deep understanding		0.00	10.00	10.00
Question Group: Hold Etiquette						
Optional	Did the agent ask permission prior to placing the caller on hold?	Yes		0.00	10.00	10.00
Optional	Did the agent thank the customer for holding?	Yes		0.00	10.00	10.00

Recording Date: 10/28/2015 11:26:03 AM Media: Call

Questionnaire Name: Customer Service Abbrev

Recorded User ID: [Redacted]

Form Score: 07.00 Percentile: 77.78 Rank: C

Scored User ID: [Redacted]

Marked for Calibration

Importance	Question Text	Question Answer	N/A	Min	Max	Answer
Question Group: Intro/Greeting						