

Recorder Scoring Summary

Questionnaire Range or List <All>  
User Range or List : <All>  
Date /Time Range or List : 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM  
(Date/time of recording not the date of the scoring)

\*\* : Used for calibration

| Name                                      | Question<br>naire Min<br>Score | Question<br>naire Max<br>Score | IC User | Title                             | Recording Date           | Media | Score | Percentile | Rank |
|-------------------------------------------|--------------------------------|--------------------------------|---------|-----------------------------------|--------------------------|-------|-------|------------|------|
| Customer Service Abbrev                   |                                |                                |         |                                   |                          |       |       |            |      |
|                                           | 0                              | 9                              |         | Call, on<br>10/26/2015 12:22:46AM | 10/26/2015<br>12:22:46AM | Call  | 7     | 77         | C    |
|                                           | 0                              | 9                              |         | Call, on<br>10/26/2015 10:58:58PM | 10/26/2015<br>10:58:58PM | Call  | 8     | 88         | B    |
|                                           | 0                              | 9                              |         | Call, on<br>10/27/2015 7:23:08PM  | 10/27/2015<br>7:23:08PM  | Call  | 8     | 88         | B    |
|                                           | 1                              | 30                             |         | Call, on<br>10/21/2015 9:43:16AM  | 10/21/2015<br>9:43:16AM  | Call  | 27    | 89         | A    |
| Avg Questionnaire Name Score:             |                                |                                |         |                                   |                          |       | 12.50 |            |      |
| Grand Total Avg Questionnaire Name Score: |                                |                                |         |                                   |                          |       | 12.50 |            |      |