

Survey Scoring Detail

Date/Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
 Survey: <All>
 Users: <All>



Support WG Survey

This is a survey to be used by the BulkCaller for the automatic taking of survey's.

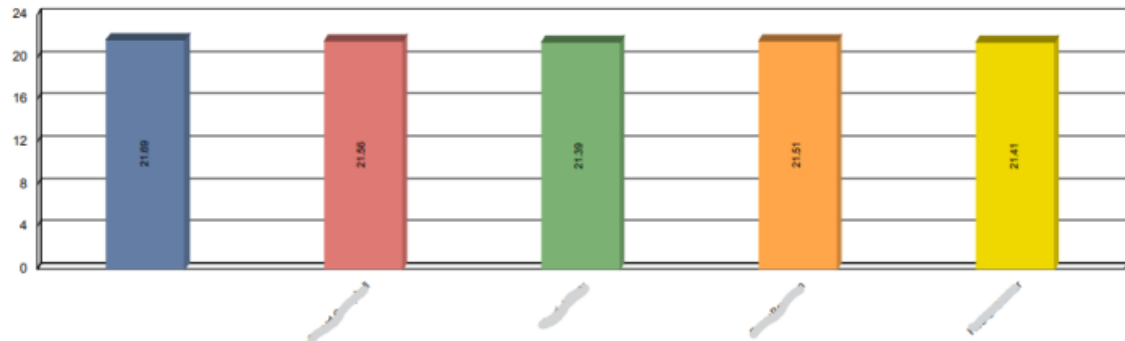
Scores					
All users					
* Average	* Percentile	Average	Percentile	Minimum	Maximum
21.50	77.07	21.50	77.07	3.00	27.00

* Based on selected users

Ranking definition

100 A
 89 B
 79 C
 69 D
 59 F

Avg of Score / IC User



Surveys for this user									
User	Avg. Score	Percentile	Score	Percentile	Survey Participant	Question			Customer Recorded Answer
						Score	Weight	Text	
	21.69	77.87	21.00	75.00					

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Surveys for this user									
User	Avg. Score	Percentile	Score	Percentile	Survey Participant	Question			Customer Recorded Answer
						Score	Weight	Text	
	21.69	77.87				7.00	1.00	How satisfied are you with your Customer Service experience? Rate your answer on a scale from 1 to 9, with 1 being Very Dissatisfied and 9 being Very Satisfied.	
						8.00	1.00	To what extent has your Customer Service experience fallen short of or exceeded your expectations? Rate your answer on a scale from 1 to 9 with 1 being Falls Short of your Expectations, and 9 being Exceeds your Expectations.	
						6.00	1.00	How well do you think your Customer Service experience compares with your ideal experience? Rate your answer on a scale from 1 to 9, with 1 being Not Very Close to the Ideal, and 9 being Very Close to the Ideal.	
			22.00	79.17					
						7.00	1.00	How satisfied are you with your Customer Service experience? Rate your answer on a scale from 1 to 9, with 1 being Very Dissatisfied and 9 being Very Satisfied.	
						6.00	1.00	To what extent has your Customer Service experience fallen short of or exceeded your expectations? Rate your answer on a scale from 1 to 9 with 1 being Falls Short of your Expectations, and 9 being Exceeds your Expectations.	