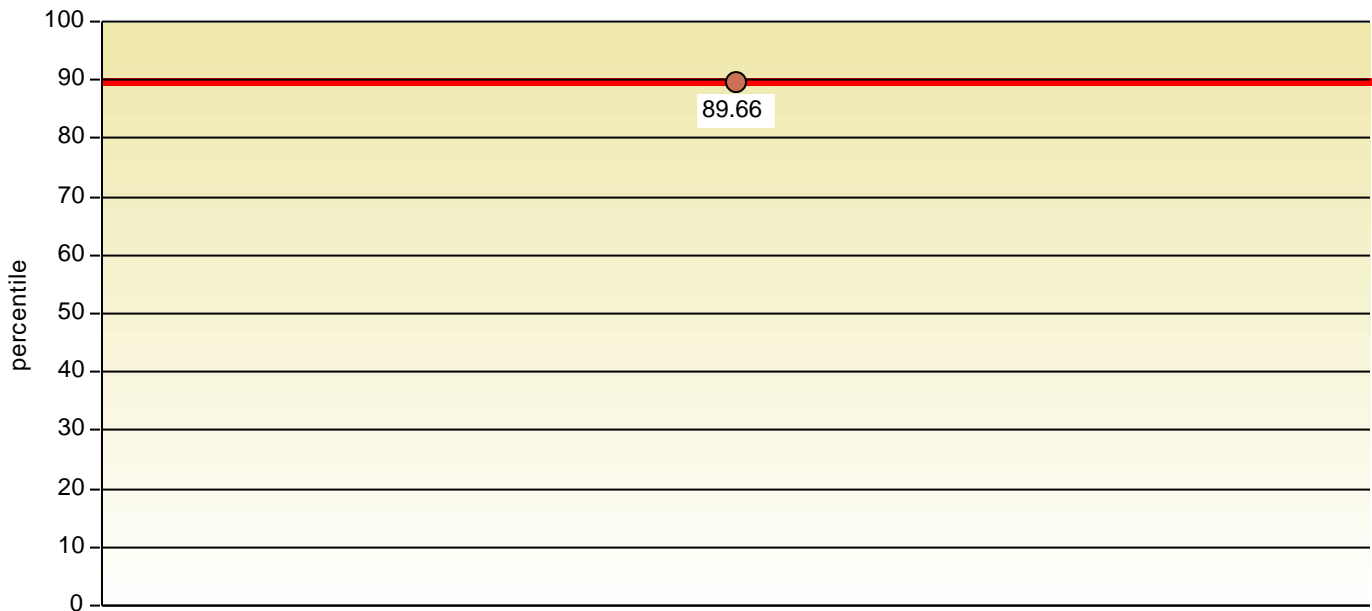




Calibration Recording Summary

Recording Date/Time: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Questionnaire Name: Is not null Populating...

Questionnaire Details		Interaction Details	
Questionnaire Directory:	Customer Service	Media Type:	Call
Questionnaire Name:	Customer Service Abbrev	Recorded Date:	10/21/2015 9:43:16 AM
Questionnaire Notes:	A shortened version of the full Customer Service questionnaire	Recording ID:	78370F14-56B0-D0A8-8745-57740D320001
		Interaction ID Key:	100126391060151021
		Initiation Policy:	Marketing Interactions
		Recording Length:	00:07:10
		Direction:	Inbound
Scorecard Details			
Number of Scorecards:	1	Average Score:	89.66%
Highest Score:	89.66%	Lowest Score:	89.66%
		Median Score:	89.66%
		Score Variance:	0.00%

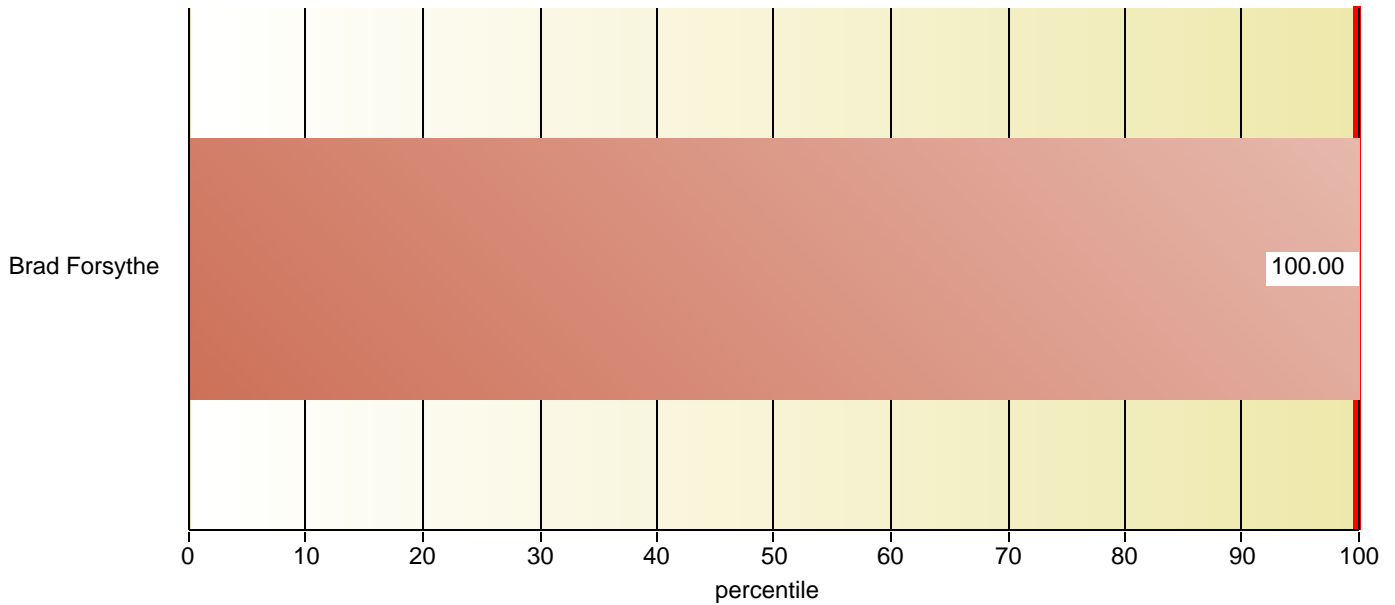


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Comparison of Group Scores by User for Intro/Greeting

Group Note:

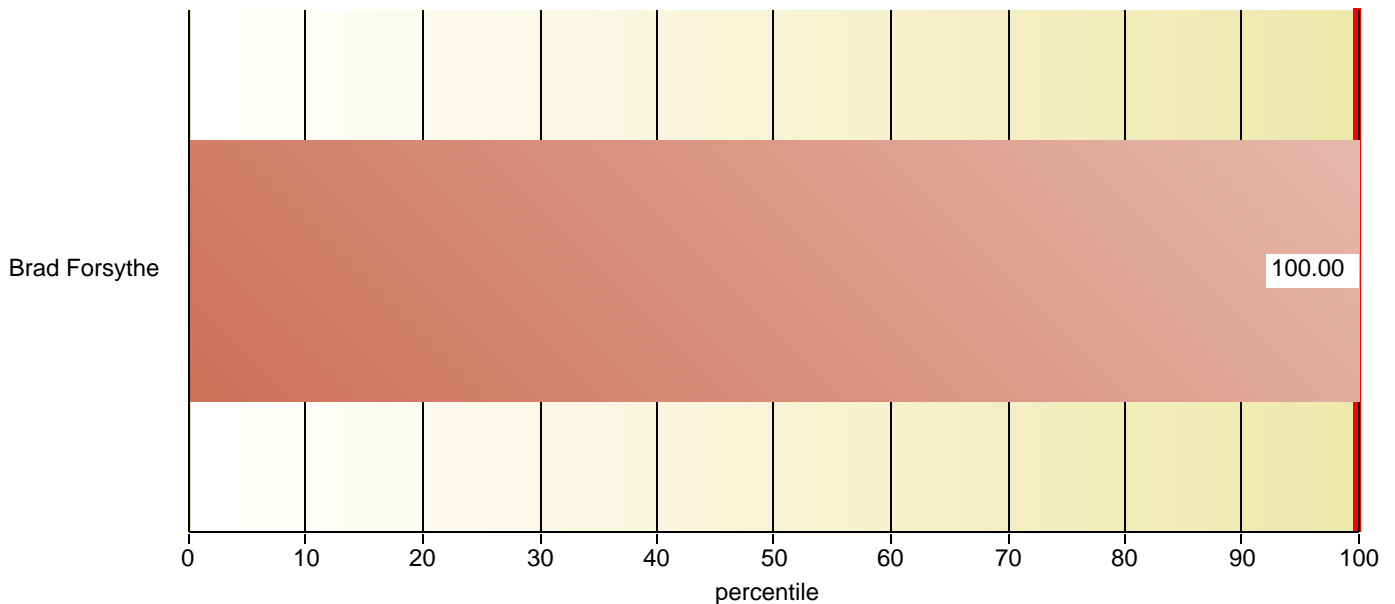
Number of Scorecards:	1	Average Score:	100.00%	Median Score:	100.00%
Highest Score:	100.00%	Lowest Score:	100.00%	Score Variance:	0.00%



Comparison of Group Scores by User for Customer Service Skills

Group Note:

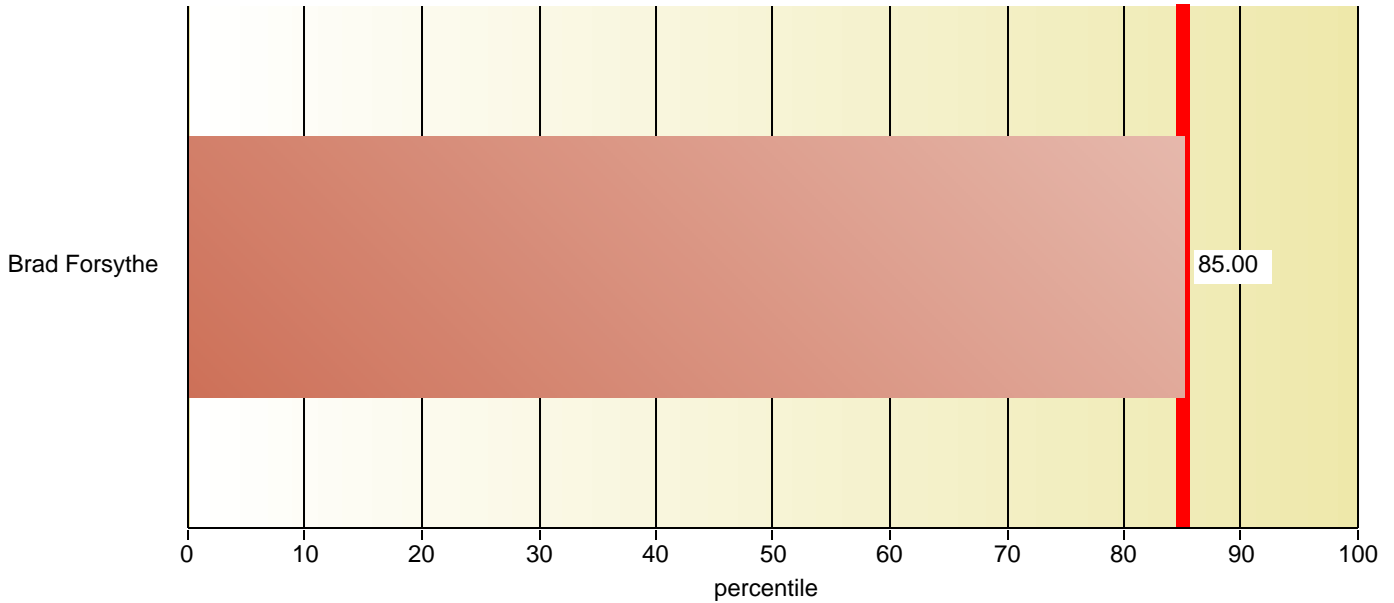
Number of Scorecards:	1	Average Score:	100.00%	Median Score:	100.00%
Highest Score:	100.00%	Lowest Score:	100.00%	Score Variance:	0.00%



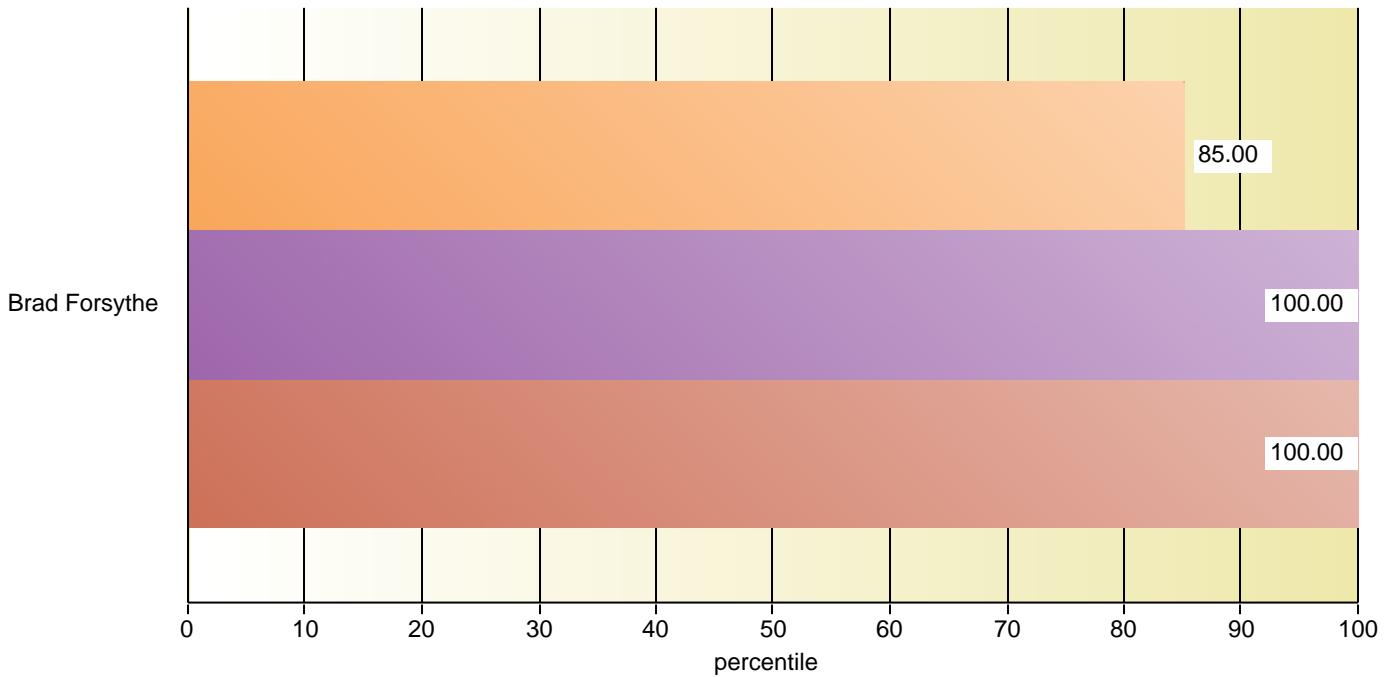
Comparison of Group Scores by User for Hold Etiquette

Group Note:

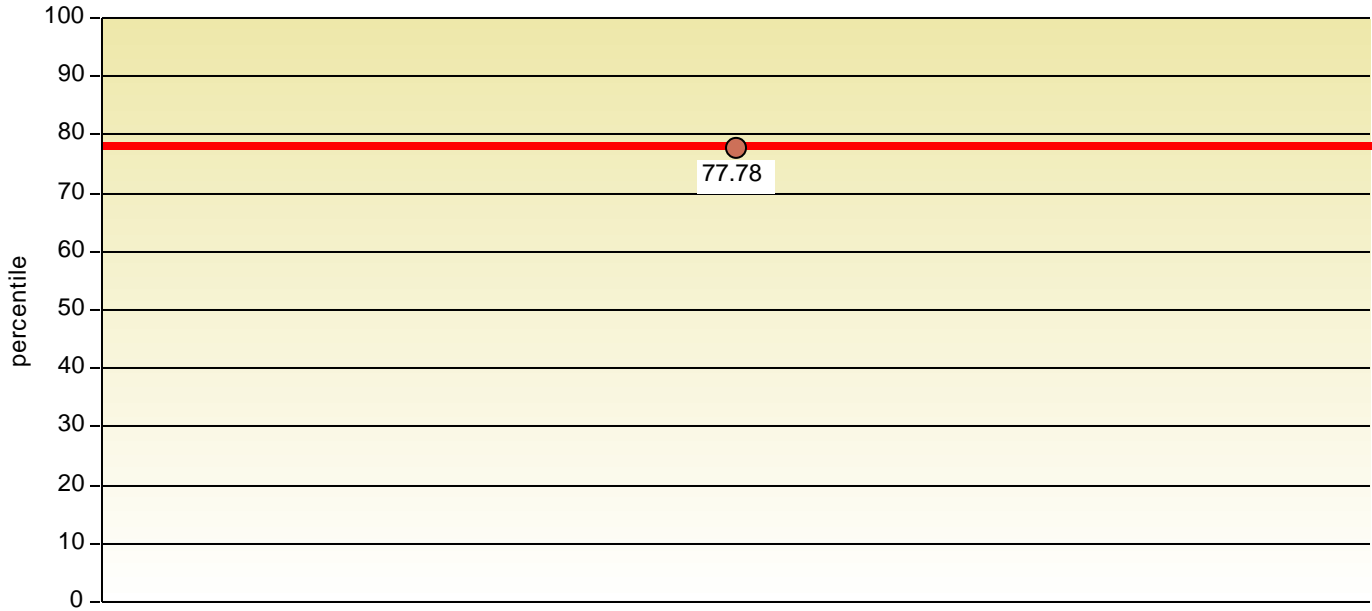
Number of Scorecards:	1	Average Score:	85.00%	Median Score:	85.00%
Highest Score:	85.00%	Lowest Score:	85.00%	Score Variance:	0.00%



Comparison of Group Scores for Questionnaire



Questionnaire Details		Interaction Details	
Questionnaire Directory:	Customer Service	Media Type:	Call
Questionnaire Name:	Customer Service Abbrev	Recorded Date:	10/26/2015 12:22:46 AM
Questionnaire Notes:	A shortened version of the full Customer Service questionnaire	Recording ID:	C9A11014-106E-D02B-8745-57740D320001
		Interaction ID Key:	100154138260151026
		Initiation Policy:	Support Interactions
		Recording Length:	00:04:29
		Direction:	Inbound
Scorecard Details			
Number of Scorecards:	1	Average Score:	77.78%
Highest Score:	77.78%	Lowest Score:	77.78%
		Median Score:	77.78%
		Score Variance:	0.00%

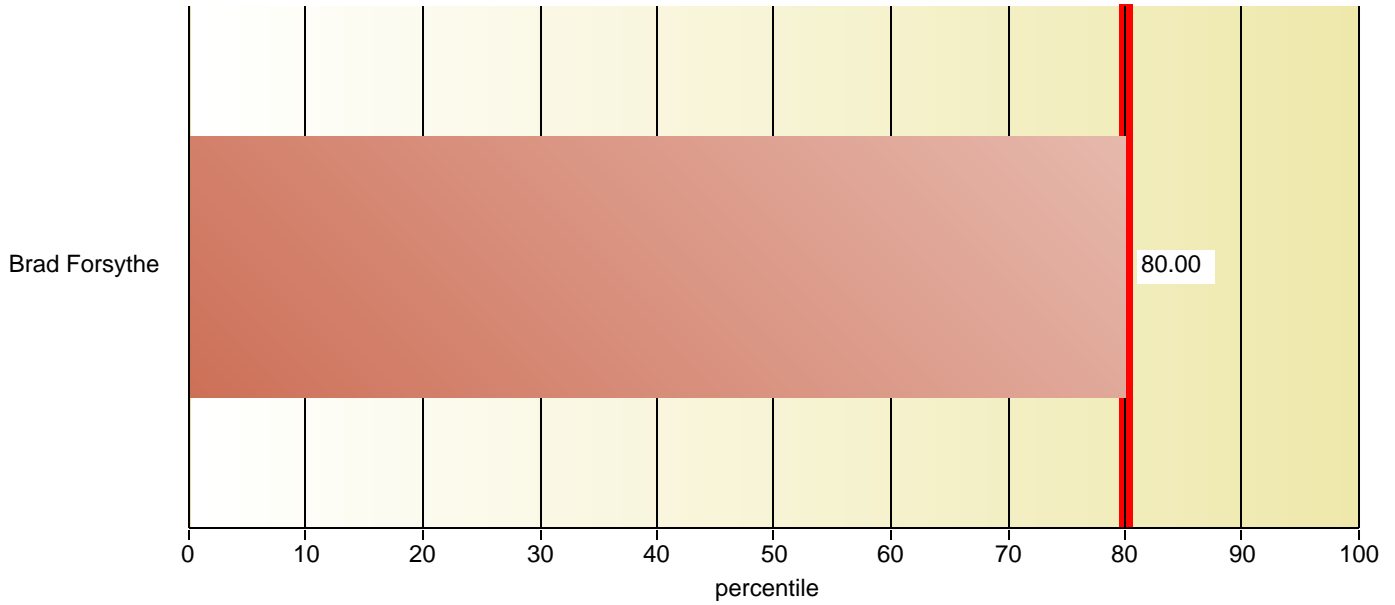


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Comparison of Group Scores by User for Intro/Greeting

Group Note:

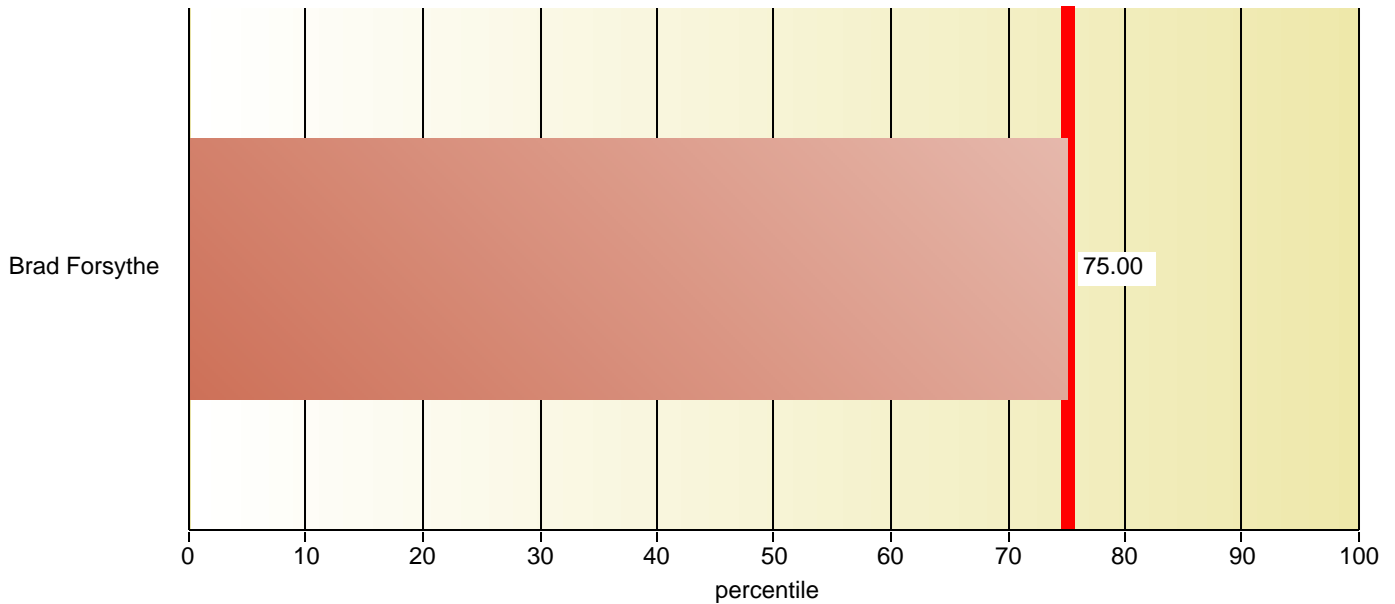
Number of Scorecards:	1	Average Score:	80.00%	Median Score:	80.00%
Highest Score:	80.00%	Lowest Score:	80.00%	Score Variance:	0.00%



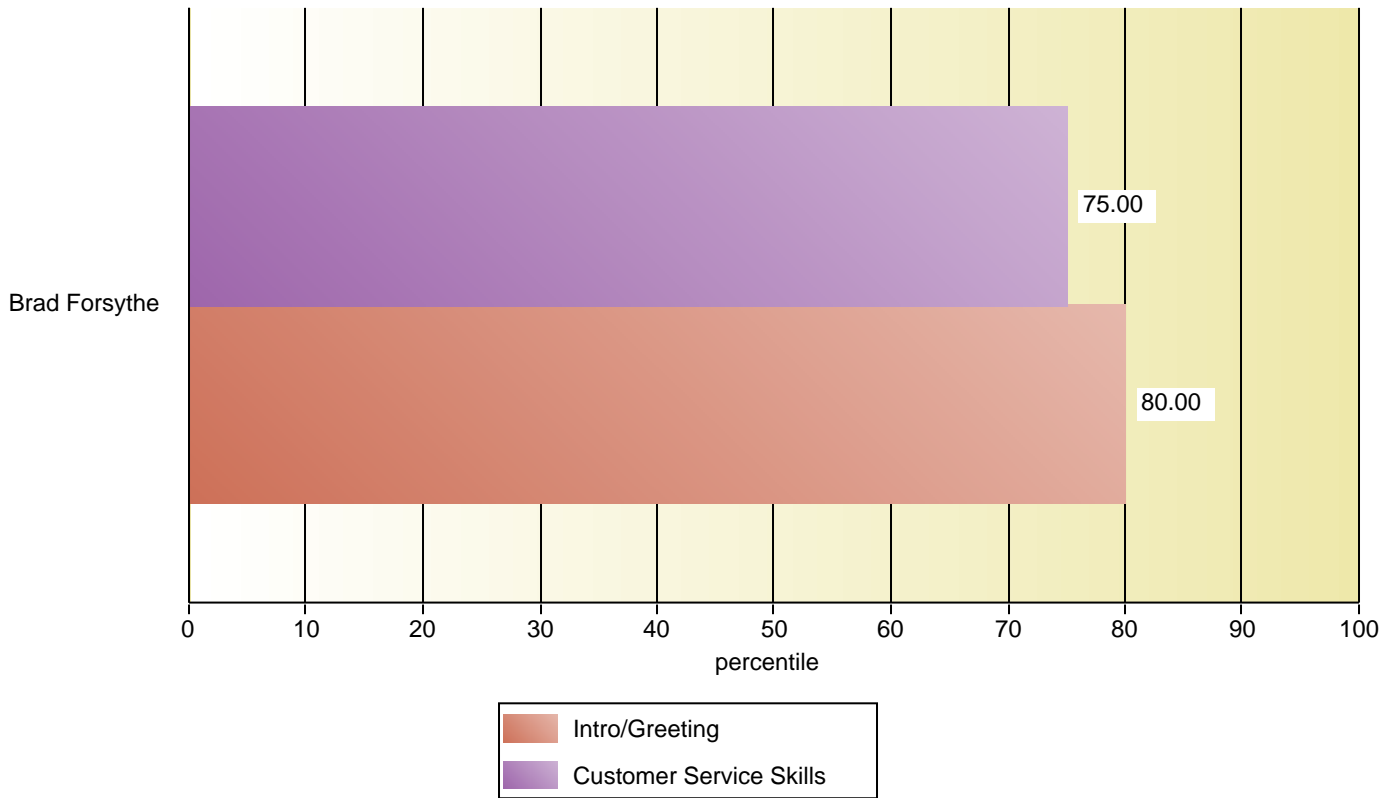
Comparison of Group Scores by User for Customer Service Skills

Group Note:

Number of Scorecards:	1	Average Score:	75.00%	Median Score:	75.00%
Highest Score:	75.00%	Lowest Score:	75.00%	Score Variance:	0.00%

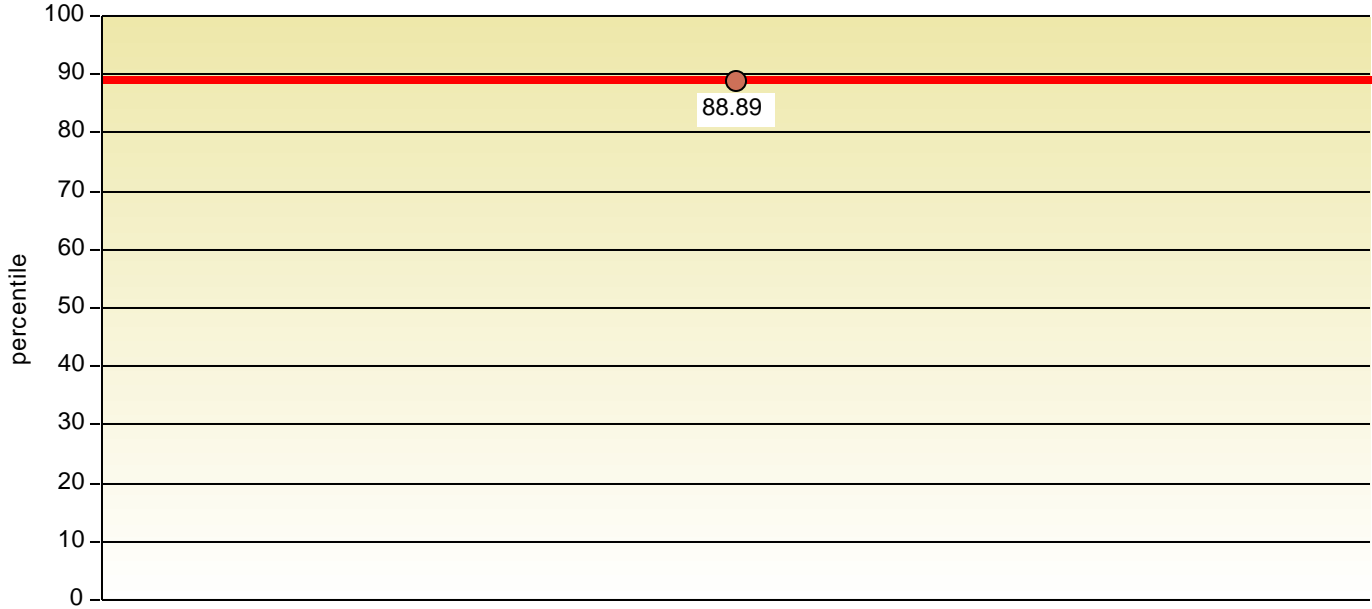


Comparison of Group Scores for Questionnaire



Questionnaire Details		Interaction Details	
Questionnaire Directory:	Customer Service	Media Type:	Call
Questionnaire Name:	Customer Service Abbrev	Recorded Date:	10/26/2015 10:58:58 PM
Questionnaire Notes:	A shortened version of the full Customer Service questionnaire	Recording ID:	CBEB1014-CB37-D029-8745-57740D320001
		Interaction ID Key:	100159811660151027
		Initiation Policy:	Support Interactions
		Recording Length:	00:04:29
		Direction:	Inbound

Scorecard Details			
Number of Scorecards:	1	Average Score:	88.89%
Highest Score:	88.89%	Lowest Score:	88.89%
		Median Score:	88.89%
		Score Variance:	0.00%

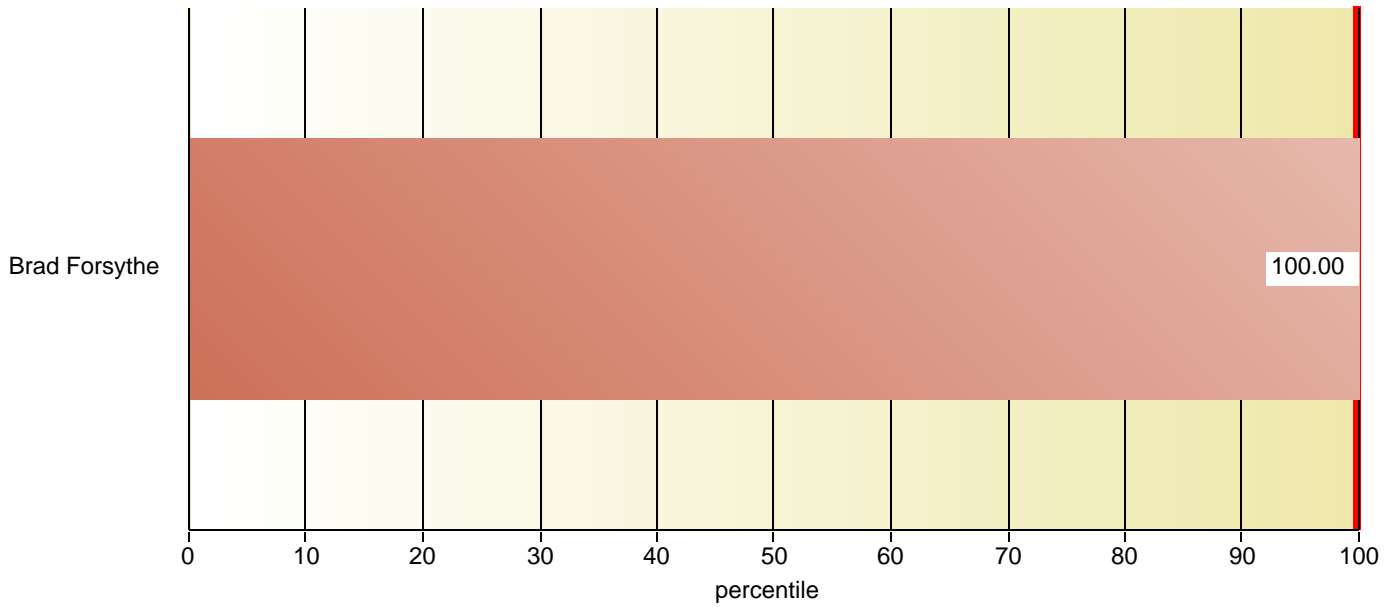


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Comparison of Group Scores by User for Intro/Greeting

Group Note:

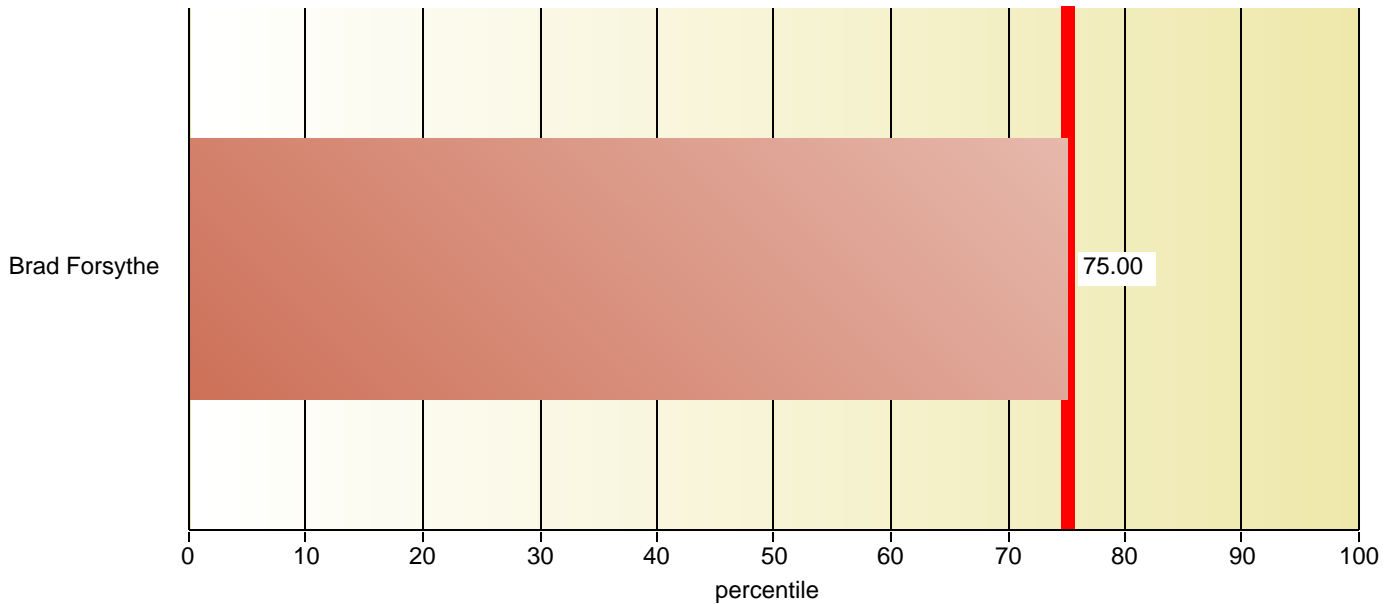
Number of Scorecards:	1	Average Score:	100.00%	Median Score:	100.00%
Highest Score:	100.00%	Lowest Score:	100.00%	Score Variance:	0.00%



Comparison of Group Scores by User for Customer Service Skills

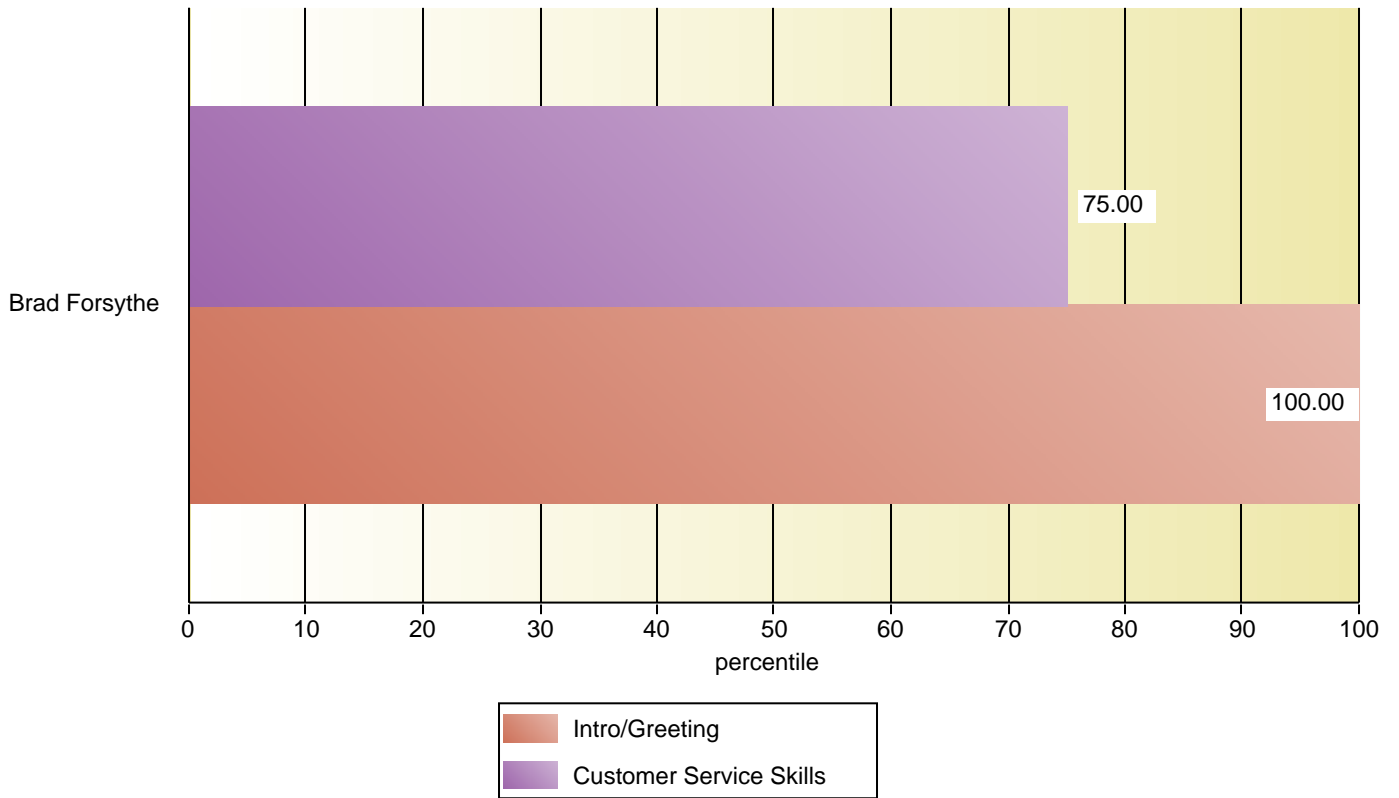
Group Note:

Number of Scorecards:	1	Average Score:	75.00%	Median Score:	75.00%
Highest Score:	75.00%	Lowest Score:	75.00%	Score Variance:	0.00%



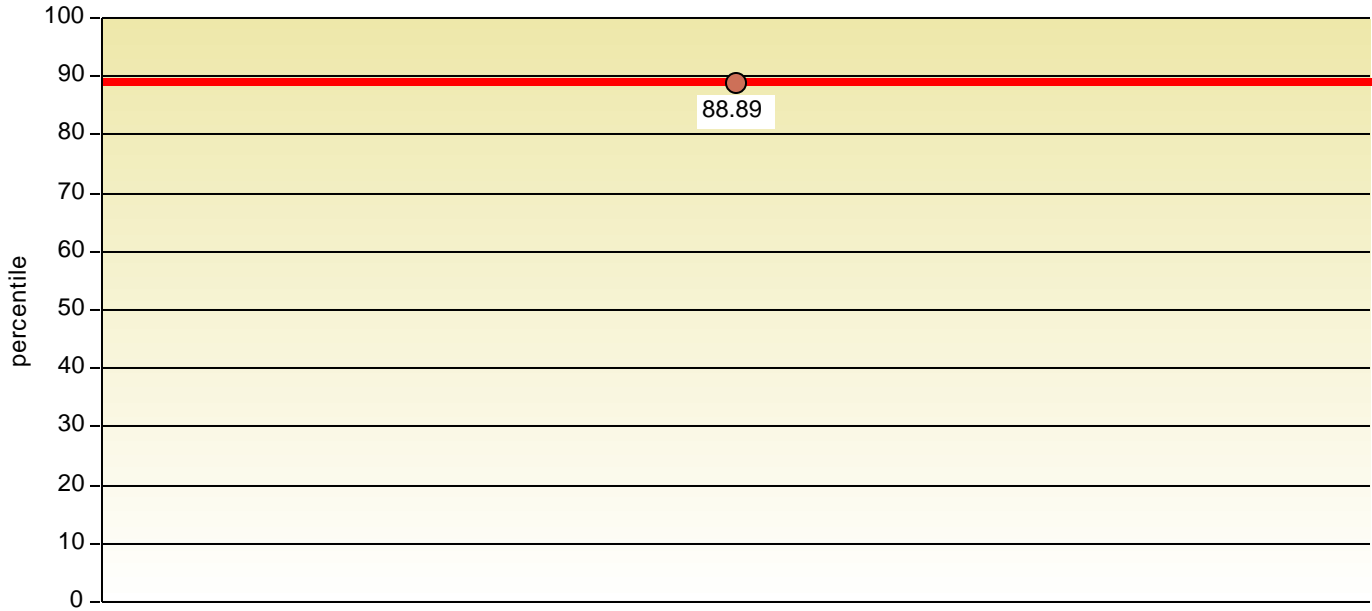
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Comparison of Group Scores for Questionnaire



Questionnaire Details		Interaction Details	
Questionnaire Directory:	Customer Service	Media Type:	Call
Questionnaire Name:	Customer Service Abbrev	Recorded Date:	10/27/2015 7:23:08 PM
Questionnaire Notes:	A shortened version of the full Customer Service questionnaire	Recording ID:	982E1114-05A6-D033-8745-57740D320001
		Interaction ID Key:	100165026960151027
		Initiation Policy:	Support Interactions
		Recording Length:	00:04:29
		Direction:	Inbound

Scorecard Details			
Number of Scorecards:	1	Average Score:	88.89%
Highest Score:	88.89%	Lowest Score:	88.89%
		Median Score:	88.89%
		Score Variance:	0.00%

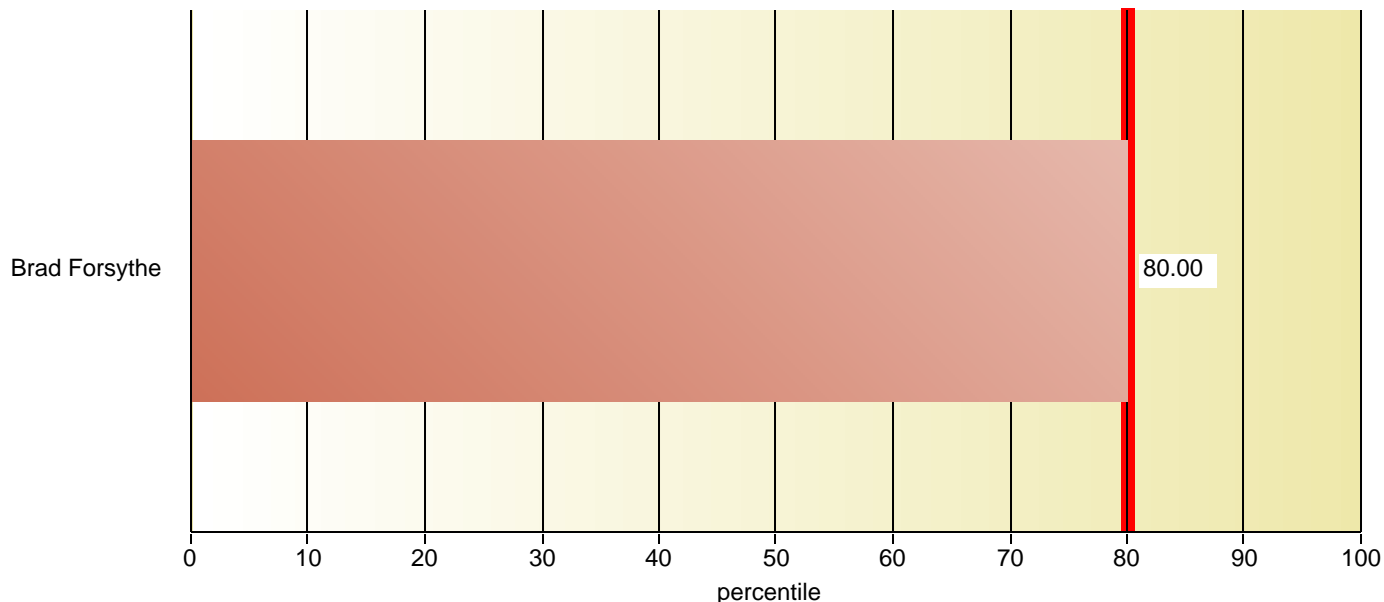


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Comparison of Group Scores by User for Intro/Greeting

Group Note:

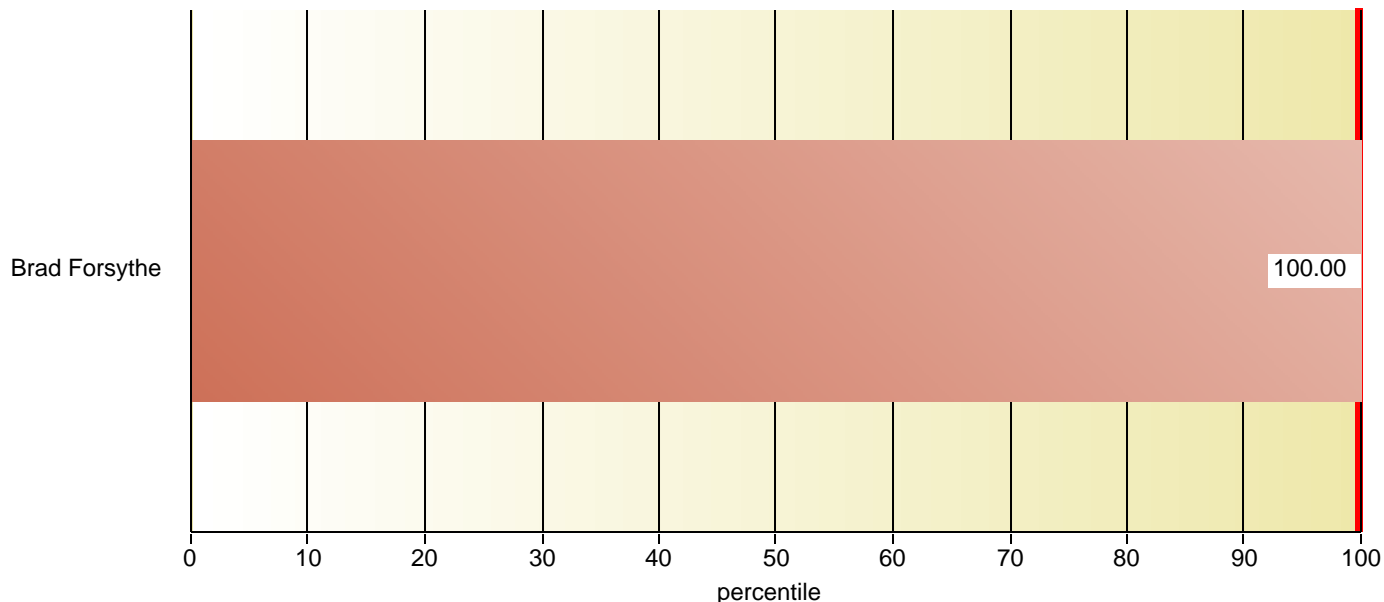
Number of Scorecards:	1	Average Score:	80.00%	Median Score:	80.00%
Highest Score:	80.00%	Lowest Score:	80.00%	Score Variance:	0.00%



Comparison of Group Scores by User for Customer Service Skills

Group Note:

Number of Scorecards:	1	Average Score:	100.00%	Median Score:	100.00%
Highest Score:	100.00%	Lowest Score:	100.00%	Score Variance:	0.00%



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Comparison of Group Scores for Questionnaire

