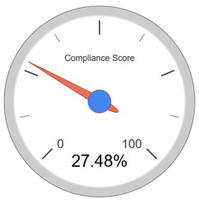
QEval Analytics

Law Firm - Dashboard

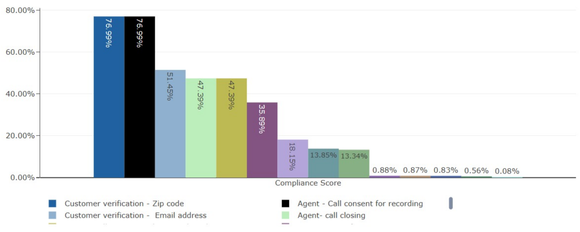
Compliance Score - Overall

Law Firm, Cumulative, 03/17/2024 - 03/15/2025



Parameter level Compliance scores

Law Firm, Cumulative, 03/17/2024 - 03/15/2025



Compliance Scores- Agents

Law Firm, Cumulative, 03/17/2024 - 03/15/2025

Agent

Showing 1 to 19 of 105 entries

Latest Activity	Agent	Compliance Score
08/03/2024	Adriana Linares Linares	17.52%
08/04/2024	Alexus Green Green	16.67%
08/02/2024	Anfernee Federico	39.16%
08/04/2024	Angel Tzec	38.03%
07/31/2024	Angelique Newman	30.36%
08/02/2024	Anthony Davis	36.61%
08/04/2024	Antonio Mendez	33.01%
08/02/2024	April Barlow Barlow	20.24%
08/03/2024	Ashley Harvey	35.71%
08/02/2024	Cameo White White	11.22%
08/03/2024	Carolyn Harris	31.02%
08/02/2024	Chante Lawson	34.20%
08/04/2024	Charna Smoots	30.73%
08/02/2024	Cherice Williams	0.00%
08/04/2024	China Acosta	17.78%
08/02/2024	Christian PatiÃ±o	39.85%
08/02/2024	Clarissa Flores Flores	20.28%
07/29/2024	Courtney Jackson	36.90%

Compliance Scores- Agents (Top 5)

Law Firm, Cumulative, 03/17/2024 - 03/15/2025

Agent

Showing 1 to 5 of 5 entries

Latest Activity	Agent	Compliance Score
08/04/2024	Xiang Biggs	51.19%
08/01/2024	Maclovia Vargas	46.99%
08/02/2024	Tamara Jones	46.96%
08/02/2024	Leopoldo Meza	44.28%
08/02/2024	Rafael Plascencia	43.28%

Compliance Scores- Agents (Bottom 5)

Law Firm, Cumulative, 03/17/2024 - 03/15/2025

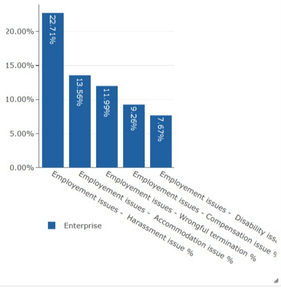
Agent

Showing 1 to 5 of 5 entries

Latest Activity	Agent	Compliance Score
08/03/2024	Tanika Cuffee	12.29%
08/02/2024	Cameo White White	11.22%
08/04/2024	Karla Martinez Martinez	9.70%
08/03/2024	Doretha Jones	8.36%
08/02/2024	Vanessa Jimenez Jimenez	6.35%

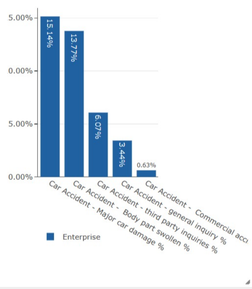
Call Reason Drivers - Employee

Law Firm, Cumulative, 03/17/2024 - 03/15/2025



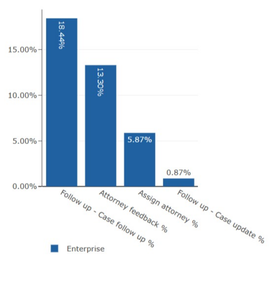
Call Reason Drivers - Car Accident

Law Firm, Cumulative, 03/17/2024 - 03/15/2025



Call Reason Drivers - Others

Law Firm, Cumulative, 03/17/2024 - 03/15/2025



Call reason by agent

Law Firm, Cumulative, 03/17/2024 - 03/15/2025

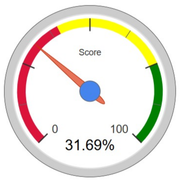
Agent

Showing 1 to 13 of 105 entries

Latest Activity	Agent	Employement issues - Wrongful termination %	Employement issues - Compensation issue %	Employement issues - Disability issue %	Employement issues - Harassment issue %	Employement issues - Accommodation issue %	Car Accident - general inquiry %	Car Accident - Major car damage %	Car Accident - third party inquiries %	Car Accident - Commercial accident %	Car Accident - Body part swollen %	Follow up - Case follow up %	Attorney feedback %	Employement issues - Physical assault %	Car Accident - Body part broken/fractured %	Car Acciden - third party death %
08/03/2024	Adriana Linares Linares	0.00%	0.00%	0.00%	0.00%	4.69%	0.00%	0.00%	0.00%	0.00%	0.00%	31.25%	17.19%	0.00%	0.00%	4.6
08/04/2024	Alexus Green Green	1.47%	0.00%	0.00%	0.00%	25.64%	0.00%	0.00%	0.00%	0.00%	0.00%	12.45%	10.99%	0.00%	0.00%	1.8
08/02/2024	Anfernee Federico	31.72%	20.00%	23.45%	34.48%	24.83%	3.45%	35.17%	15.17%	0.69%	13.10%	26.21%	22.07%	20.00%	27.59%	2.0
08/04/2024	Angel Tzec	22.08%	24.68%	15.58%	32.47%	35.06%	11.69%	36.36%	6.49%	0.00%	31.17%	29.87%	19.48%	32.47%	31.17%	11.6
07/31/2024	Angelique Newman	25.00%	16.67%	16.67%	16.67%	16.67%	16.67%	25.00%	8.33%	0.00%	16.67%	16.67%	0.00%	16.67%	16.67%	8.3
08/02/2024	Anthony Davis	1.67%	10.83%	10.00%	36.67%	24.17%	6.67%	30.83%	0.00%	0.83%	33.33%	33.33%	28.33%	18.33%	24.17%	5.8
08/04/2024	Antonio Mendez	34.65%	25.98%	18.90%	40.16%	33.07%	8.66%	33.07%	7.09%	0.00%	22.83%	14.17%	11.81%	14.17%	33.86%	6.3
08/02/2024	April Barlow Barlow	0.00%	0.00%	0.00%	0.00%	8.33%	0.00%	16.67%	0.00%	0.00%	0.00%	8.33%	8.33%	0.00%	0.00%	0.0
08/03/2024	Ashley Harvey	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.0
08/02/2024	Cameo White White	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	14.29%	0.0
08/03/2024	Carolyn Harris	13.57%	14.16%	3.54%	28.61%	11.80%	3.83%	16.52%	1.47%	0.88%	10.03%	12.09%	9.14%	8.55%	2.36%	2.6

QA Score- Overall

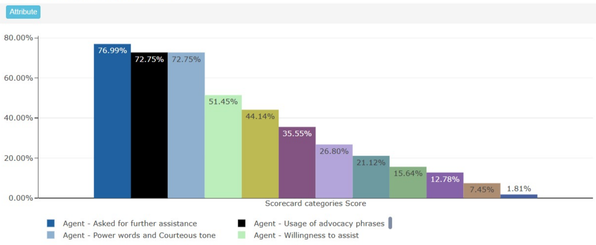
Law Firm, Cumulative, 03/17/2024 - 03/15/2025



QA Scores by category/scorecard parameters

Law Firm, Cumulative, 03/17/2024 - 03/15/2025

Attribute



Categories by Date, Call type, and Agent names

Law Firm, Daily, 03/17/2024 - 03/15/2025

Call Direction | Agent

Showing 1 to 13 of 714 entries

Date	Call Direction	Agent	Agent - Acknowledgement statement Score	Agent - Willingness to assist Score	Agent - Asking necessary probing questions Score	Agent - Rapport building Score	Agent - Power words and Courteous tone Score	Agent - Display empathy Score	Agent - follow hold procedure Score	Agent - Avoid dead air on calls Score	Agent - Usage of advocacy phrases Score	Agent - Display active listening Score	Agent - Call recap Score	Agent - Asked for further assistance Score
07/30/2024	Inbound	Adriana Linares Linares	60.00%	100.00%	0.00%	0.00%	100.00%	33.33%	46.67%	0.00%	100.00%	0.00%	60.00%	46.67%
07/31/2024	Inbound	Adriana Linares Linares	41.67%	100.00%	0.00%	8.33%	75.00%	25.00%	58.33%	0.00%	75.00%	0.00%	41.67%	33.33%
08/01/2024	Inbound	Adriana Linares Linares	46.15%	100.00%	0.00%	0.00%	61.54%	46.15%	46.15%	0.00%	61.54%	0.00%	15.38%	23.08%
08/03/2024	Inbound	Adriana Linares Linares	46.67%	93.33%	0.00%	0.00%	73.33%	26.67%	53.33%	0.00%	73.33%	0.00%	40.00%	46.67%
07/30/2024	Inbound	Alexus Green Green	71.79%	61.54%	0.00%	0.00%	61.54%	35.90%	0.00%	0.00%	61.54%	0.00%	43.59%	64.10%
07/31/2024	Inbound	Alexus Green Green	64.86%	54.05%	0.00%	0.00%	56.76%	18.92%	0.00%	0.00%	56.76%	0.00%	48.65%	48.65%
08/01/2024	Inbound	Alexus Green Green	55.77%	48.08%	0.00%	0.00%	51.92%	9.62%	0.00%	0.00%	51.92%	0.00%	26.92%	36.54%
08/02/2024	Inbound	Alexus Green Green	44.64%	51.79%	0.00%	0.00%	51.79%	14.29%	0.00%	0.00%	51.79%	0.00%	32.14%	66.07%
08/03/2024	Inbound	Alexus Green Green	72.00%	62.00%	0.00%	2.00%	64.00%	18.00%	0.00%	8.00%	64.00%	0.00%	38.00%	52.00%
08/04/2024	Inbound	Alexus Green Green	73.08%	80.77%	0.00%	0.00%	50.00%	11.54%	0.00%	0.00%	50.00%	0.00%	65.38%	53.85%
07/29/2024	Inbound	Anfernee Federico	92.31%	88.46%	34.62%	50.00%	88.46%	76.92%	73.08%	7.69%	88.46%	7.69%	73.08%	88.46%

© 2025 - All rights reserved.