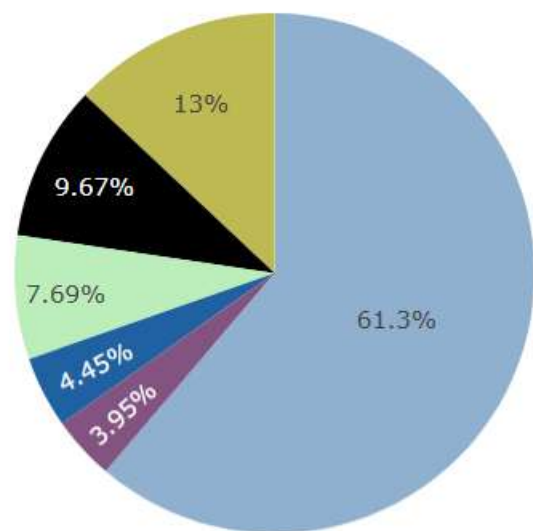
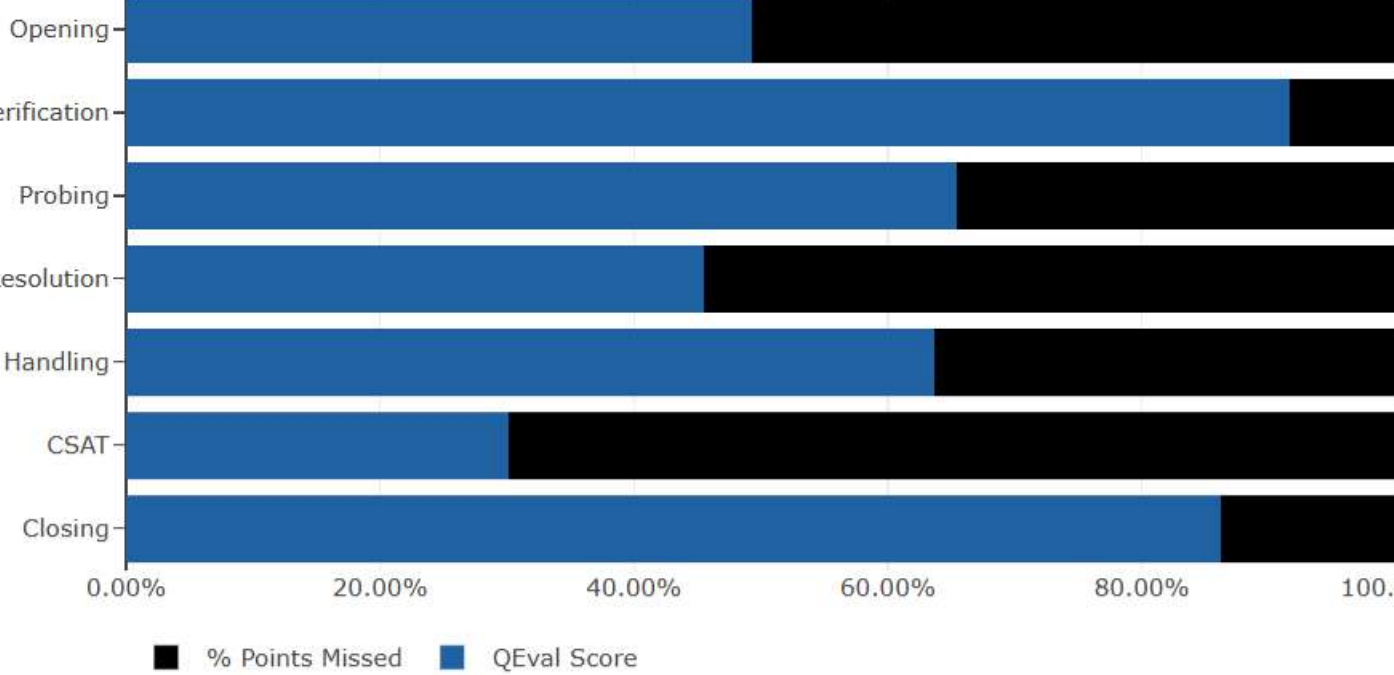


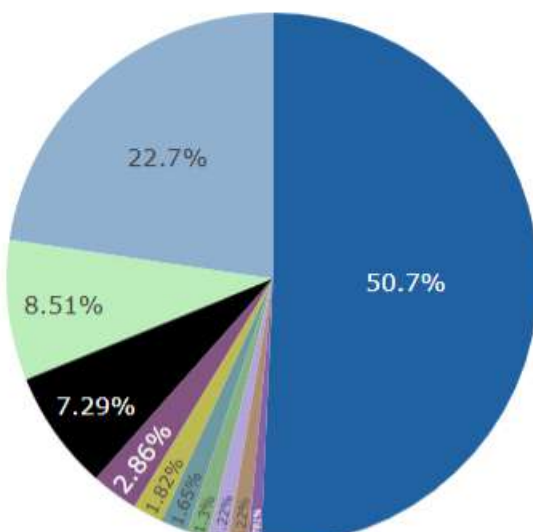
Service, Cumulative, 03/17/2024 - 03/15/2025



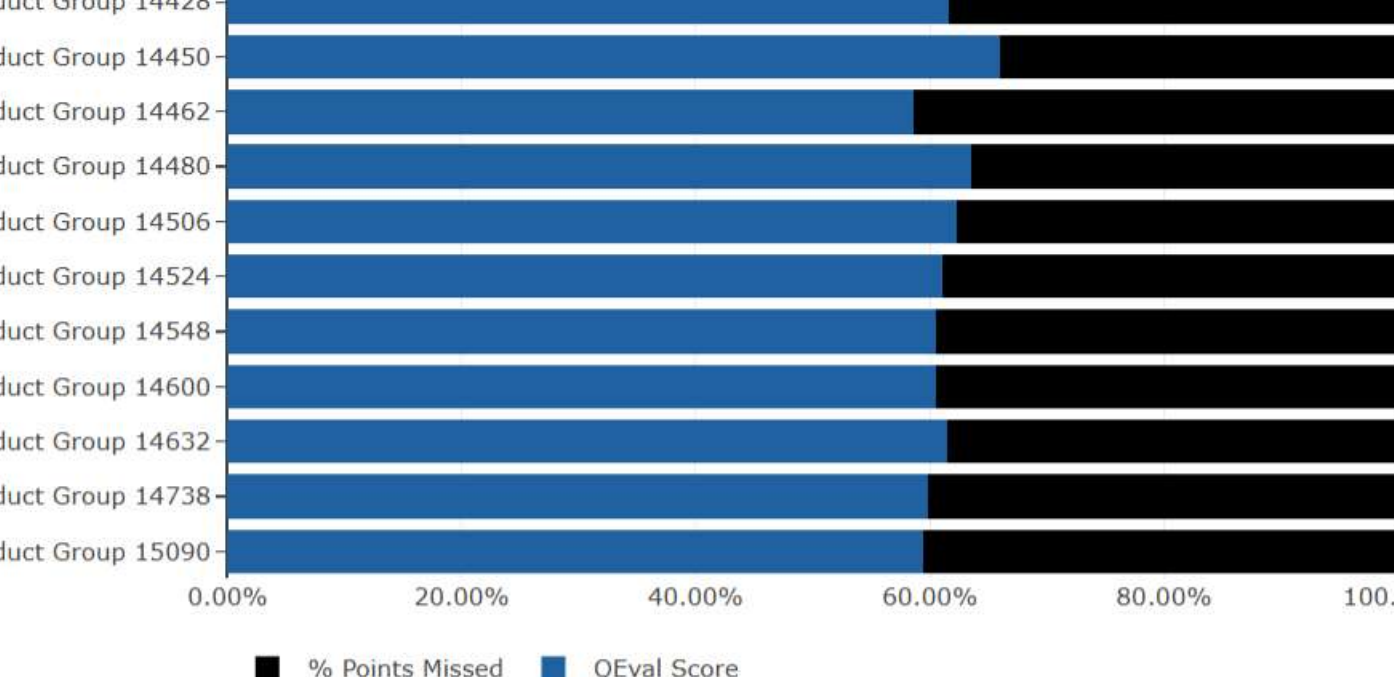
Service, Cumulative, 03/17/2024 - 03/15/2025



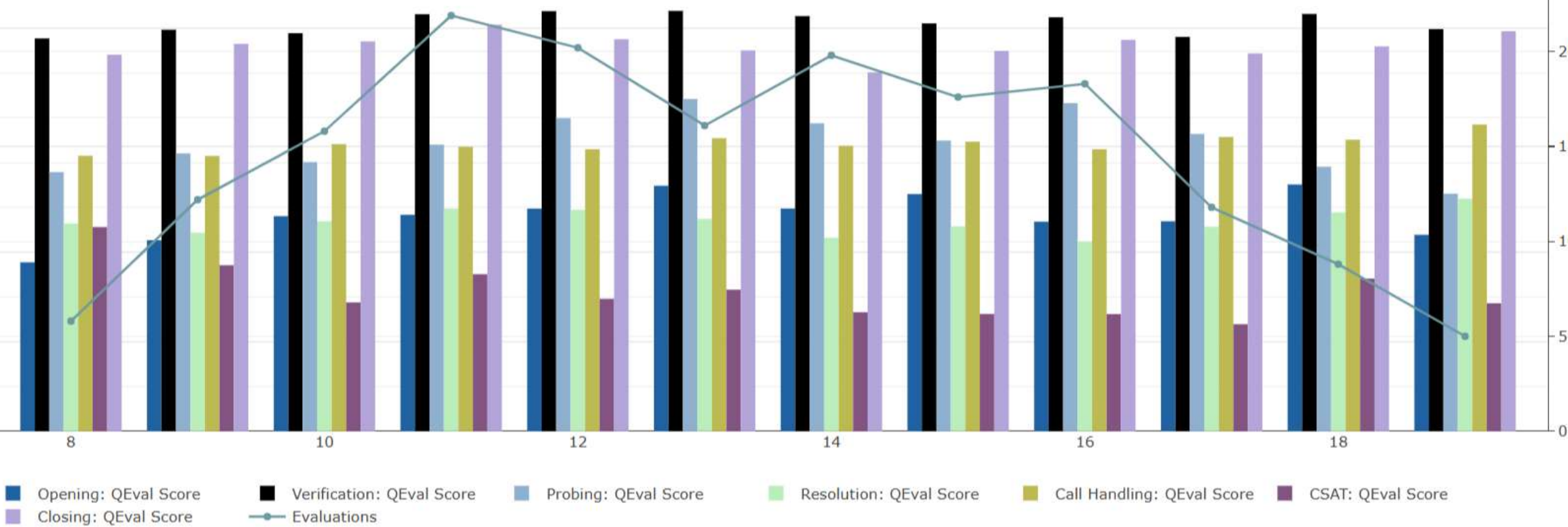
Service, Cumulative, 03/17/2024 - 03/15/2025



Service, Cumulative, 03/17/2024 - 03/15/2025



Service, Hour of Day, 03/17/2024 - 03/15/2025



Service, Cumulative, 03/17/2024 - 03/15/2025



Showing 1 to 7 of 7 entries

QEval Category	Christian, Amber (85567)		Griggs, Alicia (68224)		Martinez, Ericka (34000)		Owen, Debra (90823)	
	Evaluations	QEval Score	Evaluations	QEval Score	Evaluations	QEval Score	Evaluations	QEval Score
Opening	803	46.70%	174	54.31%	1	50.00%	682	50.15%
Verification	803	91.47%	174	95.40%	1	100.00%	682	90.98%
Probing	803	65.01%	174	75.29%	1	100.00%	682	64.96%
Resolution	803	43.69%	174	51.37%	1	0.00%	682	48.84%
Call Handling	803	62.44%	174	62.99%	1	85.71%	682	65.90%
CSAT	803	34.00%	174	35.06%	1	0.00%	682	24.63%
Closing	803	82.64%	174	91.44%	1	0.00%	682	88.74%

Service, Cumulative, 03/17/2024 - 03/15/2025



Showing 1 to 10 of 23 entries

Agent	Opening		Verification		Probing		Resolution		Call Handling		CSAT		Closing		Total	
	Evaluations	QEval Score	Evaluations	QEval Score	Evaluations	QEval Score	Evaluations	QEval Score	Evaluations	QEval Score	Evaluations	QEval Score	Evaluations	QEval Score	Evaluations	QEval Score
Angelica, Cansino (91013)	103	53.88%	103	98.54%	103	80.58%	103	59.51%	103	67.63%	103	26.21%	103	94.41%	103	69.01%
Anna, Avila (89598)	91	43.96%	91	97.25%	91	70.33%	91	39.18%	91	72.25%	91	31.87%	91	79.03%	91	62.86%
Avila, Blanca (67325)	55	59.09%	55	93.64%	55	83.64%	55	62.31%	55	72.78%	55	23.64%	55	95.15%	55	71.62%
Barrientos, Sandra (90712)	50	50.00%	50	95.00%	50	58.00%	50	52.83%	50	60.94%	50	26.00%	50	92.19%	50	62.32%
Chinn, Brittney (88408)	107	57.48%	107	96.26%	107	63.55%	107	35.42%	107	57.57%	107	31.78%	107	81.02%	107	58.27%
Christian, Amber (85567)	1	50.00%	1	100.00%	1	100.00%	1	0.00%	1	85.71%	1	0.00%	1		1	62.50%
Costilla, Gonzalo (90154)	81	29.01%	81	58.02%	81	48.15%	81	27.44%	81	57.27%	81	44.44%	81	74.29%	81	47.60%
Curl, Ashley (91136)	40	40.00%	40	96.25%	40	75.00%	40	37.88%	40	65.95%	40	37.50%	40	82.14%	40	61.06%
Hanscom, Kristin (65498)	76	40.79%	76	97.37%	76	63.16%	76	34.17%	76	72.86%	76	27.63%	76	79.00%	76	60.53%