

## Agent Quality Details Report



Dates April 1, 2015 - September 28, 2020  
Agents Anderson, Adam; Bucket, Bill; Columbus, Charles  
Forms Agent Performance;Customer Satisfaction

### Agent Performance - Anderson, Adam

Interaction Date/Time	Evaluation Date/Time	Evaluator	Media Type	Total Score	Critical
Apr 1, 2015 12:08:00 AM	Apr 1, 2015 12:08:00 AM	QM Supervisor 2	Chat	100	25
Total Evaluations: 1			Average Scores:	100.00	25.00

### Customer Satisfaction - Anderson, Adam

Interaction Date/Time	Evaluation Date/Time	Evaluator	Media Type	Total Score	Critical
May 25, 2015 12:00:00 AM	May 26, 2015 8:00:00 AM	QM Supervisor 1	Voice	100	75
May 26, 2015 8:00:00 AM	May 27, 2015 8:00:00 AM	QM Supervisor 2	Chat	66	50
May 27, 2015 10:00:00 AM	May 28, 2015 8:00:00 AM	QM Supervisor 2	Message	70	45
Total Evaluations: 3			Average Scores:	78.67	56.67

### Customer Satisfaction - Bucket, Bill

Interaction Date/Time	Evaluation Date/Time	Evaluator	Media Type	Total Score	Critical
May 25, 2015 12:00:00 AM	May 26, 2015 8:00:00 AM	QM Supervisor 1	Voice	75	50
Total Evaluations: 1			Average Scores:	75.00	50.00