Call Audit Analysis Report — 2025

Consolidated Period: Jan – Oct 2025

This report provides a comprehensive audit analysis of calls monitored across teams and Relationship Managers (RMs). Metrics include audit counts, overall and parameter-wise scores, call duration analysis, team and RM level findings, and targeted recommendations.

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## Team: Soar Zone II

Metric	Value
Total Audits	1264
Average %	84.49%
Median %	87.50%
Std Deviation	12.10%
Average Call Duration (mins)	6.61

Parameter-wise Average Scores
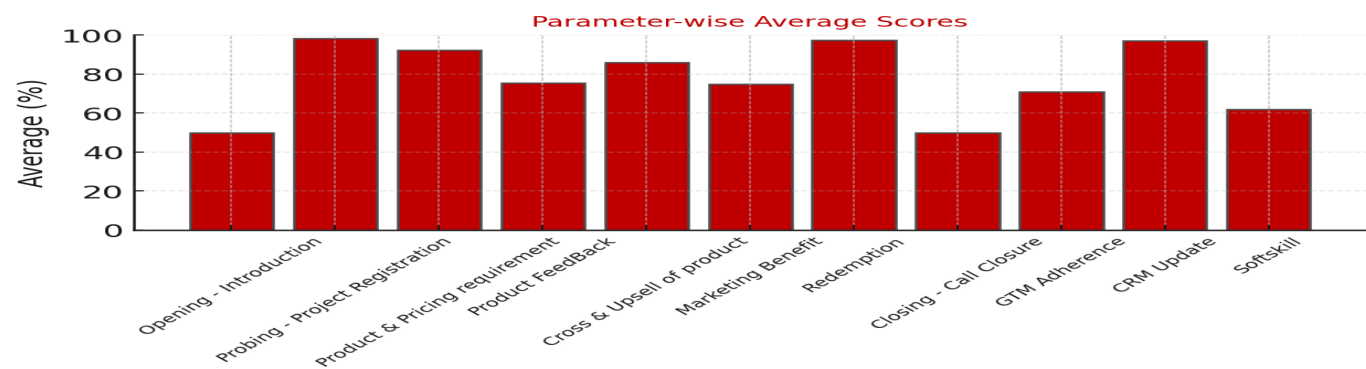
| Parameter	Average %
Opening - Introduction	50.0%
Probing - Project Registration	98.1%
Product & Pricing requirement	92.2%
Product FeedBack	75.4%
Cross & Upsell of product	86.1%
Marketing Benefit	74.8%
Redemption	97.3%
Closing - Call Closure	50.0%
GTM Adherence	70.8%
CRM Update	97.1%

Softskill	61.9%

Call Duration vs. Audit % (RM level) — Trend Line
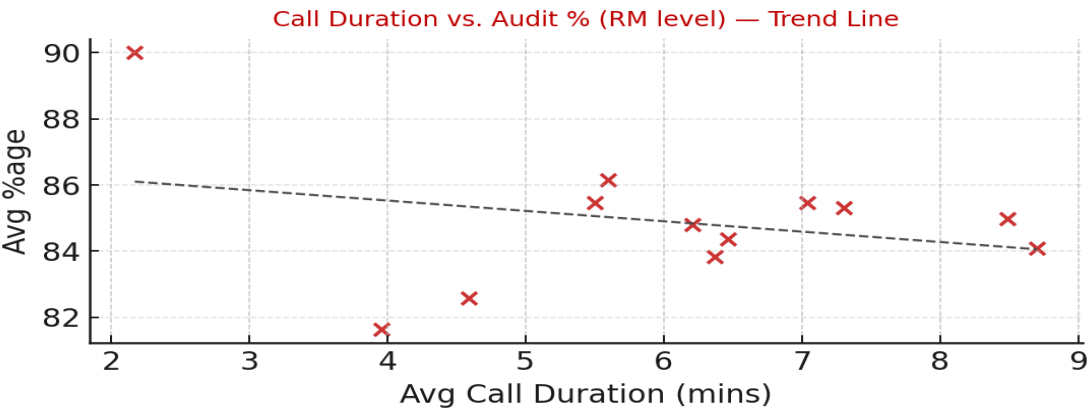
Correlation (duration vs %): -0.28

Top 5 Performing RMs

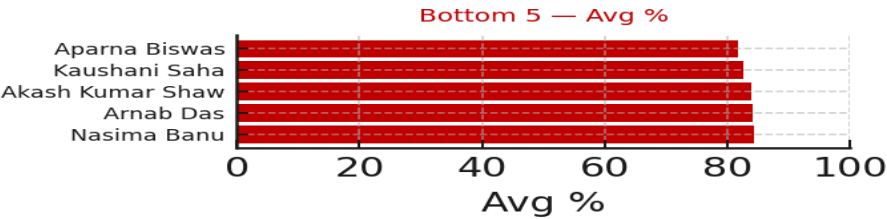| Top 5 RMs	Avg %	Audits	Avg Score
Jerry Jose	90.0%	13	90.0
Jutirmoy Mazumder	86.1%	116	81.3
Aishwarya Roy	85.5%	41	81.0
Aahira Singh	85.5%	64	80.2
Nikita Dutta	85.3%	127	83.9

Top 5 — Avg %
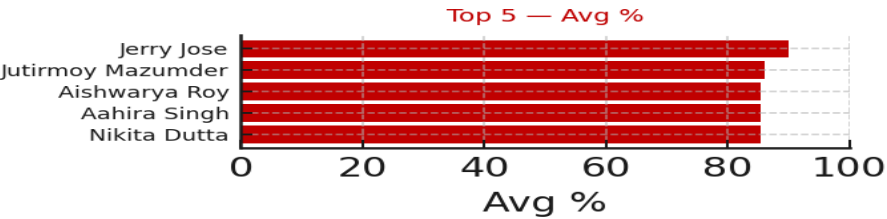
Bottom 5 Performing RMs

Bottom 5 RMs	Avg %	Audits	Avg Score

Aparna Biswas	81.6%	75	81.2
Kaushani Saha	82.6%	122	80.6
Akash Kumar Shaw	83.8%	146	82.5
Arnab Das	84.1%	170	80.9
Nasima Banu	84.4%	30	79.3

Bottom 5 — Avg %

Team Findings:
Top parameters: Probing - Project Registration (98.1%), Redemption (97.3%), CRM Update (97.1%)
Areas to improve: Opening - Introduction (50.0%), Closing - Call Closure (50.0%), Softskill (61.9%)

Recommendations:
• Run focused coaching sessions on the lowest parameters.
• Share top-RM call recordings as examples.
• Implement weekly micro-goals for Bottom-5 RMs with mentor pairing.

Team: Catalyst I

Metric	Value
Total Audits	1519
Average %	80.08%
Median %	83.33%
Std Deviation	13.88%
Average Call Duration (mins)	3.89

Parameter-wise Average Scores
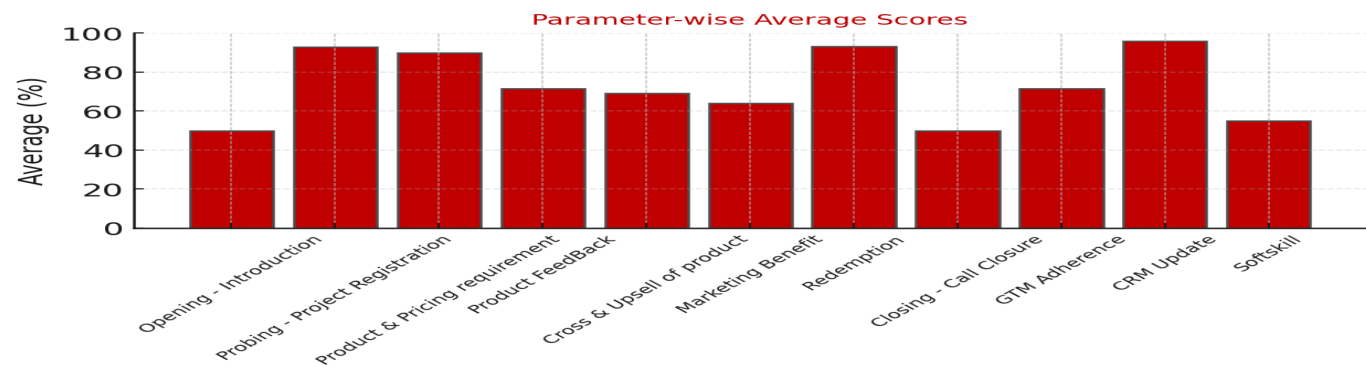
Parameter	Average %
Opening - Introduction	50.0%
Probing - Project Registration	93.0%
Product & Pricing requirement	89.8%
Product FeedBack	71.5%
Cross & Upsell of product	69.2%
Marketing Benefit	64.1%
Redemption	93.3%
Closing - Call Closure	50.0%
GTM Adherence	71.5%
CRM Update	95.8%

Softskill	55.1%

Call Duration vs. Audit % (RM level) — Trend Line
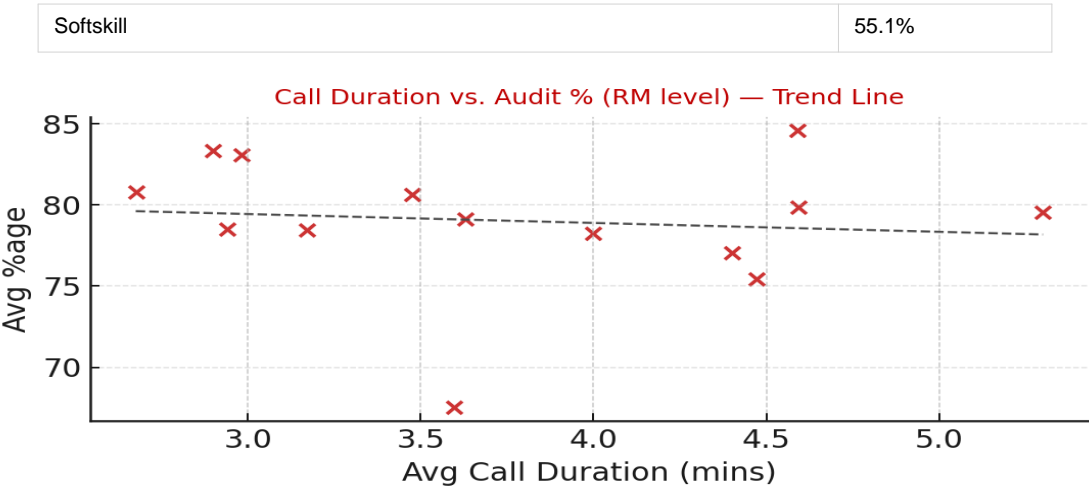
Correlation (duration vs %): -0.11

Top 5 Performing RMs

Top 5 RMs	Avg %	Audits	Avg Score
Debapriya Basu	84.6%	189	78.6
Tanish Sarkar	83.3%	40	83.5
Sholanki Dhar	83.1%	81	80.0
Solanki Tapadar	80.8%	239	67.1
Somashree Saha	80.7%	81	86.3

Top 5 — Avg %
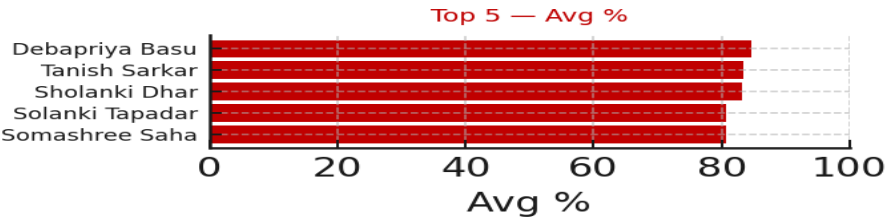
Bottom 5 Performing RMs

Bottom 5 RMs	Avg %	Audits	Avg Score

Sourav Mazumdar	67.5%	19	55.0
Poulami Das	75.4%	84	58.9
Sushovan Dutta	77.0%	22	60.7
Sanhita Dutta	78.3%	135	68.4
Abhishek Chatterjee	78.5%	117	72.5
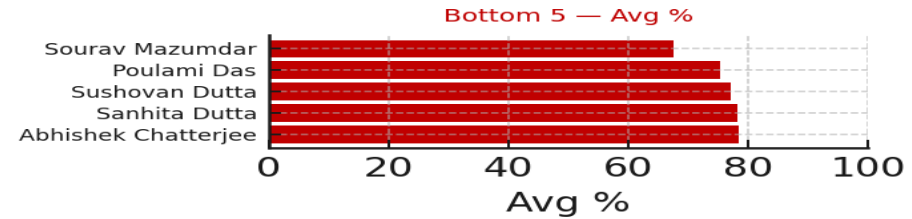
Team Findings:
Top parameters: CRM Update (95.8%), Redemption (93.3%), Probing - Project Registration (93.0%)
Areas to improve: Closing - Call Closure (50.0%), Opening - Introduction (50.0%), Softskill (55.1%)

Recommendations:
• Run focused coaching sessions on the lowest parameters.
• Share top-RM call recordings as examples.
• Implement weekly micro-goals for Bottom-5 RMs with mentor pairing.

Team: Unity I

Metric	Value
Total Audits	1604
Average %	78.89%
Median %	80.00%
Std Deviation	14.83%
Average Call Duration (mins)	4.02

Parameter-wise Average Scores
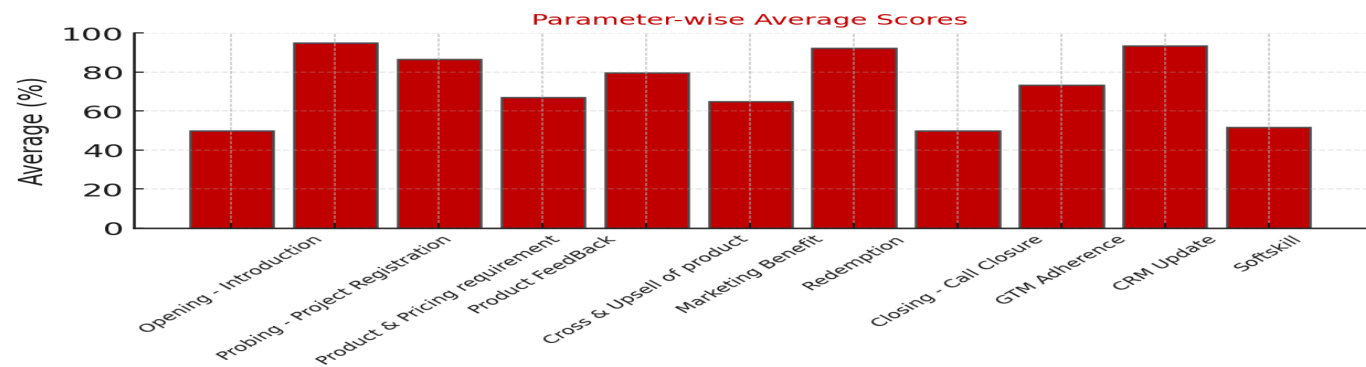
Parameter	Average %
Opening - Introduction	50.0%
Probing - Project Registration	95.0%
Product & Pricing requirement	86.6%
Product FeedBack	67.0%
Cross & Upsell of product	79.7%
Marketing Benefit	64.9%
Redemption	92.2%
Closing - Call Closure	50.0%
GTM Adherence	73.3%
CRM Update	93.4%

Softskill	51.6%

Call Duration vs. Audit % (RM level) — Trend Line
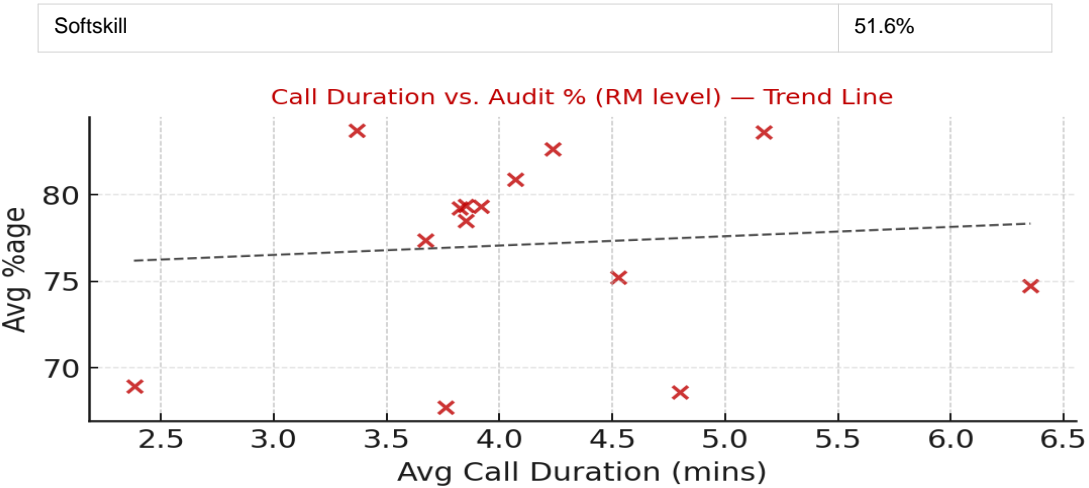
Correlation (duration vs %): 0.09

Top 5 Performing RMs

Top 5 RMs	Avg %	Audits	Avg Score
Sk Shamsher Ali	83.7%	123	78.6
Arpita Kar	83.6%	91	77.7
Ranjana Mohajan	82.6%	134	79.2
Jyotirmoyee Sardar	80.9%	195	75.4
Ria Majumdar	79.4%	176	73.2

Top 5 — Avg %
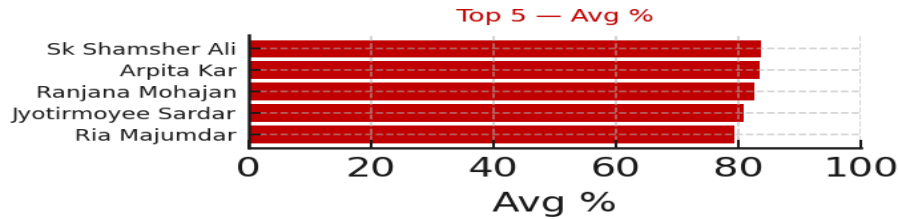
Bottom 5 Performing RMs

Bottom 5 RMs	Avg %	Audits	Avg Score

Shrinjoyee Das	67.7%	25	61.0
Mousumi Chakraborty	68.6%	44	68.0
Aparna Biswas	69.0%	53	59.9
Mousumi Chakrabarty	74.7%	57	80.5
Ranjana Mahajan	75.2%	81	64.7

Bottom 5 — Avg %
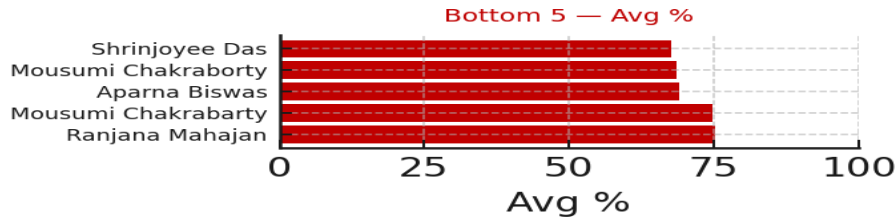
Team Findings:
Top parameters: Probing - Project Registration (95.0%), CRM Update (93.4%), Redemption (92.2%)
Areas to improve: Closing - Call Closure (50.0%), Opening - Introduction (50.0%), Softskill (51.6%)

Recommendations:
• Run focused coaching sessions on the lowest parameters.
• Share top-RM call recordings as examples.
• Implement weekly micro-goals for Bottom-5 RMs with mentor pairing.

Team: Catalyst II

Metric	Value
Total Audits	1498
Average %	78.78%
Median %	81.25%
Std Deviation	14.02%
Average Call Duration (mins)	3.60

Parameter-wise Average Scores
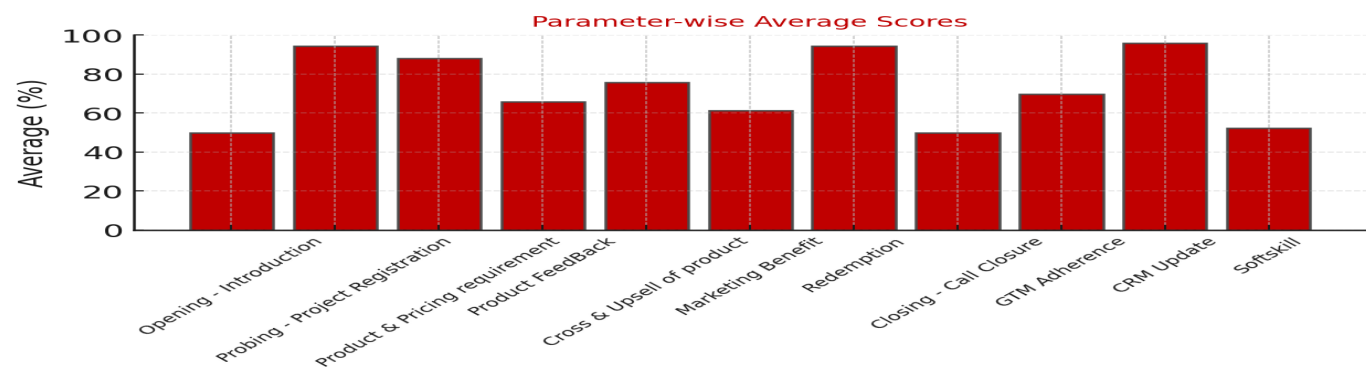
Parameter	Average %
Opening - Introduction	50.0%
Probing - Project Registration	94.5%
Product & Pricing requirement	88.2%
Product FeedBack	65.7%
Cross & Upsell of product	75.7%
Marketing Benefit	61.3%
Redemption	94.3%
Closing - Call Closure	50.0%
GTM Adherence	69.6%
CRM Update	95.7%

Softskill	52.3%

Call Duration vs. Audit % (RM level) — Trend Line
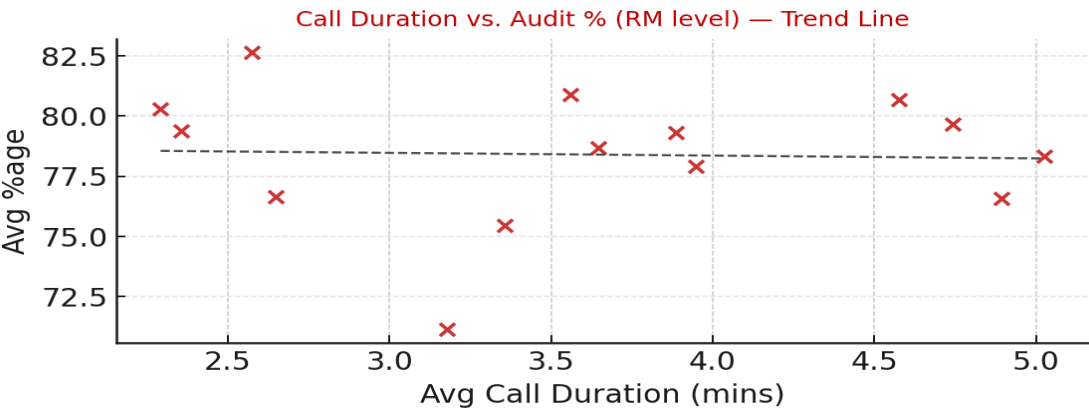
Correlation (duration vs %): -0.04

Top 5 Performing RMs

Top 5 RMs	Avg %	Audits	Avg Score
Shaira Khatoon	82.6%	126	78.5
Shazadi Zaina	80.9%	38	55.9
Shiuli Bhattacharjee	80.7%	42	75.6
Shraddha Kaur	80.3%	72	71.0
Pritha Bhattacharya	79.7%	267	68.4

Top 5 — Avg %
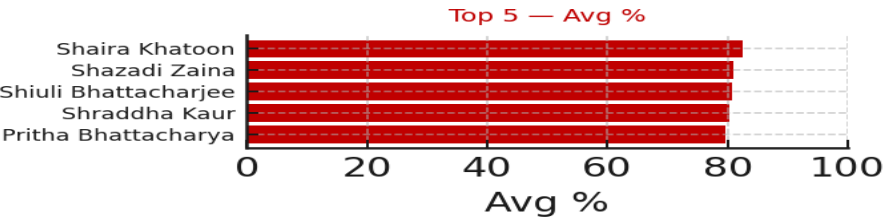
Bottom 5 Performing RMs

Bottom 5 RMs	Avg %	Audits	Avg Score

Adiba Nain	71.1%	65	53.8
Arpita Chakraborty	75.5%	119	61.3
Soham Chatterjee	76.6%	57	81.8
Saira Khatoon	76.6%	21	56.0
Shaizadi Zaina	77.9%	121	74.1

Bottom 5 — Avg %
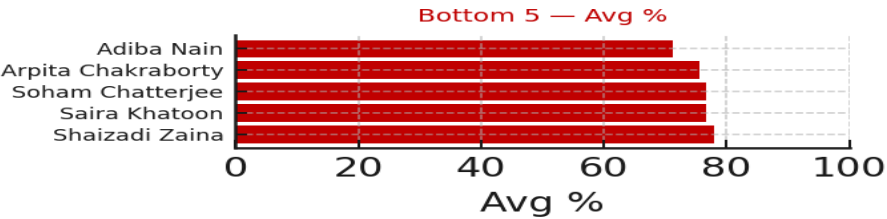
Team Findings:
Top parameters: CRM Update (95.7%), Probing - Project Registration (94.5%), Redemption (94.3%)
Areas to improve: Closing - Call Closure (50.0%), Opening - Introduction (50.0%), Softskill (52.3%)

Recommendations:
• Run focused coaching sessions on the lowest parameters.
• Share top-RM call recordings as examples.
• Implement weekly micro-goals for Bottom-5 RMs with mentor pairing.

Team: Unity II

Metric	Value
Total Audits	1116
Average %	77.21%
Median %	80.00%
Std Deviation	15.80%
Average Call Duration (mins)	4.47

Parameter-wise Average Scores
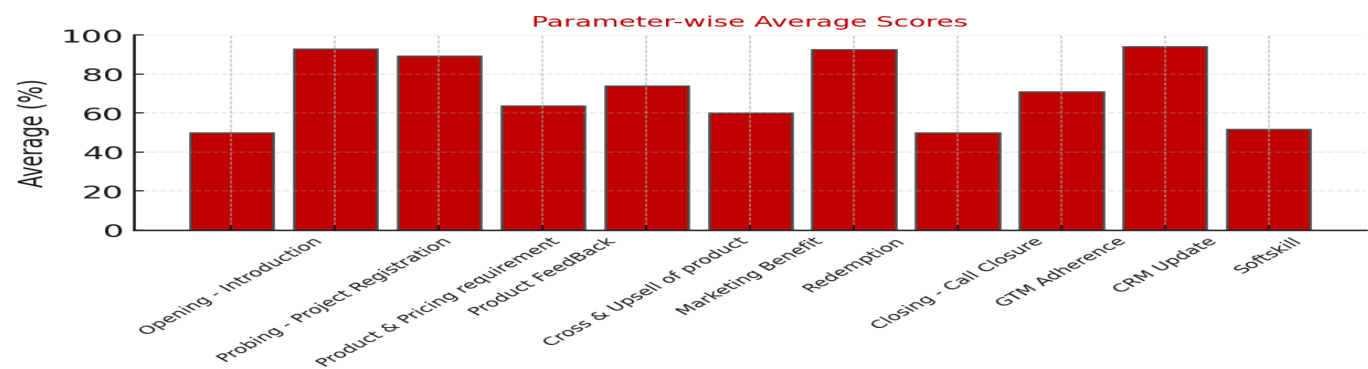
| Parameter	Average %
Opening - Introduction	50.0%
Probing - Project Registration	92.9%
Product & Pricing requirement	89.2%
Product FeedBack	63.7%
Cross & Upsell of product	73.9%
Marketing Benefit	60.0%
Redemption	92.6%
Closing - Call Closure	49.9%
GTM Adherence	70.8%
CRM Update	94.1%

Softskill	51.6%

Call Duration vs. Audit % (RM level) — Trend Line
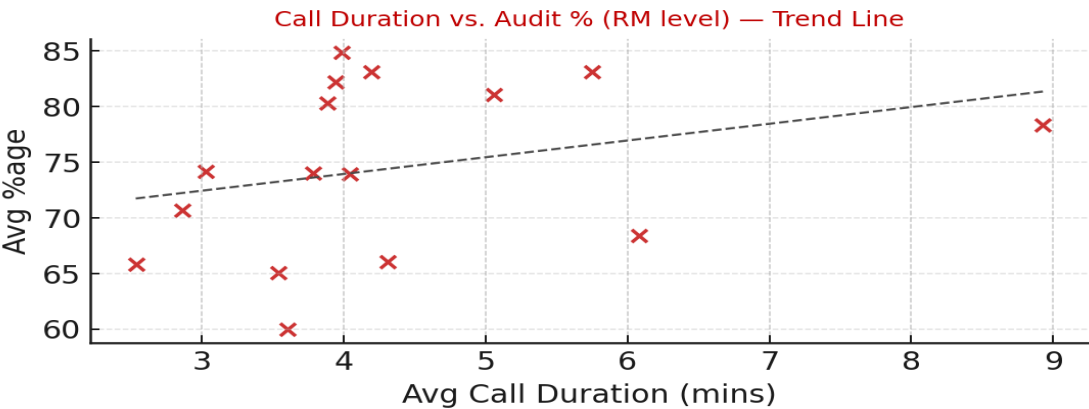
Correlation (duration vs %): 0.30

Top 5 Performing RMs

Top 5 RMs	Avg %	Audits	Avg Score
Vinayak Burman	84.8%	45	82.7
Arshi Afreen Jamal	83.1%	79	75.2
Saheli Roy	83.1%	123	80.1
Pritam Mondal	82.2%	127	77.6
Ishika Shyamal	81.1%	112	78.6

Top 5 — Avg %
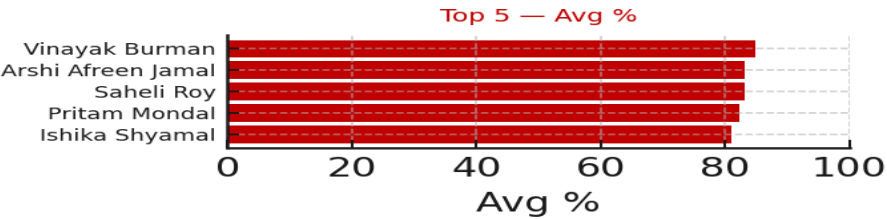
Bottom 5 Performing RMs

Bottom 5 RMs	Avg %	Audits	Avg Score

Aparna Biswas	60.0%	1	60.0
Alvina Bose	65.1%	16	60.3
Subhodip Mazumdar	65.8%	35	60.9
Vinayak Barman	66.0%	69	53.6
Arpita Kar	68.4%	51	56.8

Bottom 5 — Avg %
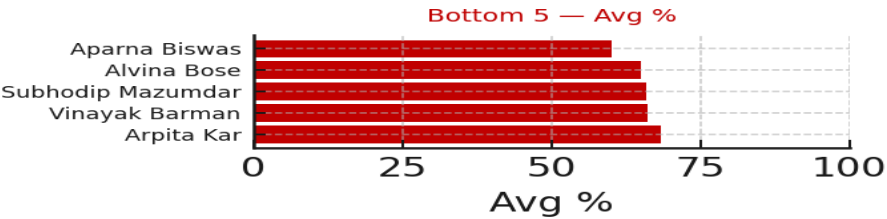
Team Findings:
Top parameters: CRM Update (94.1%), Probing - Project Registration (92.9%), Redemption (92.6%)
Areas to improve: Closing - Call Closure (49.9%), Opening - Introduction (50.0%), Softskill (51.6%)

Recommendations:
• Run focused coaching sessions on the lowest parameters.
• Share top-RM call recordings as examples.
• Implement weekly micro-goals for Bottom-5 RMs with mentor pairing.

RM-Level Findings & Recommendations (All RMs)

Debapriya Basu — Catalyst I
Avg %: 84.6%, Audits: 189, Avg Score: 78.6
Strengths: CRM Update (99%), Redemption (98%), Probing - Project Registration (97%)
Improvements: Softskill (55%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Tanish Sarkar — Catalyst I
Avg %: 83.3%, Audits: 40, Avg Score: 83.5
Strengths: Probing - Project Registration (99%), Redemption (98%), Product & Pricing requirement (97%)
Improvements: Softskill (55%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sholanki Dhar — Catalyst I
Avg %: 83.1%, Audits: 81, Avg Score: 80.0
Strengths: Probing - Project Registration (99%), Redemption (97%), CRM Update (97%)
Improvements: Softskill (52%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Solanki Tapadar — Catalyst I
Avg %: 80.8%, Audits: 239, Avg Score: 67.1
Strengths: CRM Update (96%), Product & Pricing requirement (92%), Redemption (90%)
Improvements: Softskill (55%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Somashree Saha — Catalyst I
Avg %: 80.7%, Audits: 81, Avg Score: 86.3
Strengths: Probing - Project Registration (100%), Redemption (99%), Product & Pricing requirement (97%)
Improvements: Softskill (51%), Closing - Call Closure (50%), Opening - Introduction (50%)
• Improve Opening - Introduction through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Soumyadeep Sen — Catalyst I
Avg %: 79.8%, Audits: 114, Avg Score: 62.5
Strengths: CRM Update (98%), Redemption (91%), Probing - Project Registration (90%)
Improvements: Opening - Introduction (50%), Closing - Call Closure (50%), Marketing Benefit (41%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Srabani Chakraborti — Catalyst I
Avg %: 79.5%, Audits: 209, Avg Score: 73.2
Strengths: Probing - Project Registration (95%), Redemption (94%), CRM Update (94%)
Improvements: Softskill (53%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sayan Sarkar — Catalyst I
Avg %: 79.1%, Audits: 182, Avg Score: 70.1
Strengths: CRM Update (97%), Probing - Project Registration (96%), Redemption (94%)
Improvements: Softskill (56%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Pallabi Chura — Catalyst I
Avg %: 78.5%, Audits: 7, Avg Score: 69.3
Strengths: Probing - Project Registration (93%), Redemption (93%), CRM Update (86%)
Improvements: Closing - Call Closure (50%), Softskill (50%), Cross & Upsell of product (38%)
• Improve Cross & Upsell of product through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Abhishek Chatterjee — Catalyst I
Avg %: 78.5%, Audits: 117, Avg Score: 72.5
Strengths: CRM Update (97%), Product & Pricing requirement (91%), Probing - Project Registration (90%)
Improvements: Softskill (56%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sanhita Dutta — Catalyst I
Avg %: 78.3%, Audits: 135, Avg Score: 68.4
Strengths: CRM Update (97%), Redemption (95%), Probing - Project Registration (93%)
Improvements: Softskill (54%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sushovan Dutta — Catalyst I
Avg %: 77.0%, Audits: 22, Avg Score: 60.7
Strengths: CRM Update (95%), Redemption (90%), Probing - Project Registration (83%)
Improvements: Closing - Call Closure (50%), Marketing Benefit (42%), Cross & Upsell of product (40%)
• Improve Cross & Upsell of product through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Poulami Das — Catalyst I
Avg %: 75.4%, Audits: 84, Avg Score: 58.9
Strengths: Redemption (91%), CRM Update (89%), Probing - Project Registration (84%)
Improvements: Opening - Introduction (50%), Closing - Call Closure (50%), Marketing Benefit (45%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sourav Mazumdar — Catalyst I
Avg %: 67.5%, Audits: 19, Avg Score: 55.0
Strengths: CRM Update (79%), Redemption (76%), GTM Adherence (74%)
Improvements: Closing - Call Closure (50%), Softskill (50%), Marketing Benefit (33%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Shaira Khatoon — Catalyst II
Avg %: 82.6%, Audits: 126, Avg Score: 78.5
Strengths: Redemption (98%), Probing - Project Registration (97%), CRM Update (95%)
Improvements: Softskill (56%), Closing - Call Closure (50%), Opening - Introduction (50%)
• Improve Opening - Introduction through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Shazadi Zaina — Catalyst II
Avg %: 80.9%, Audits: 38, Avg Score: 55.9
Strengths: CRM Update (100%), Redemption (99%), Probing - Project Registration (97%)
Improvements: Opening - Introduction (50%), Closing - Call Closure (50%), Marketing Benefit (43%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Shiuli Bhattacharjee — Catalyst II
Avg %: 80.7%, Audits: 42, Avg Score: 75.6
Strengths: Redemption (99%), Probing - Project Registration (94%), CRM Update (93%)

Improvements: Softskill (57%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Shraddha Kaur — Catalyst II
Avg %: 80.3%, Audits: 72, Avg Score: 71.0
Strengths: CRM Update (97%), Redemption (96%), Probing - Project Registration (95%)
Improvements: Softskill (53%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Pritha Bhattacharya — Catalyst II
Avg %: 79.7%, Audits: 267, Avg Score: 68.4
Strengths: CRM Update (98%), Redemption (95%), Probing - Project Registration (93%)
Improvements: Softskill (52%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sohini Sarkar — Catalyst II
Avg %: 79.4%, Audits: 191, Avg Score: 71.4
Strengths: CRM Update (96%), Probing - Project Registration (96%), Redemption (93%)
Improvements: Softskill (52%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Suvra Sen — Catalyst II
Avg %: 79.3%, Audits: 173, Avg Score: 68.9
Strengths: CRM Update (97%), Redemption (96%), Probing - Project Registration (95%)
Improvements: Softskill (51%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sudeshna Das — Catalyst II
Avg %: 78.7%, Audits: 194, Avg Score: 68.9
Strengths: CRM Update (95%), Redemption (92%), Probing - Project Registration (91%)
Improvements: Softskill (52%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Saba Parveen — Catalyst II
Avg %: 78.3%, Audits: 12, Avg Score: 82.7
Strengths: Probing - Project Registration (100%), Product & Pricing requirement (100%), Redemption (100%)
Improvements: Opening - Introduction (50%), Closing - Call Closure (50%), Softskill (50%)
• Improve Softskill through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Shaizadi Zaina — Catalyst II
Avg %: 77.9%, Audits: 121, Avg Score: 74.1
Strengths: Probing - Project Registration (98%), Redemption (94%), Product & Pricing requirement (92%)
Improvements: Softskill (53%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Saira Khatoon — Catalyst II
Avg %: 76.6%, Audits: 21, Avg Score: 56.0
Strengths: Probing - Project Registration (100%), CRM Update (94%), Redemption (93%)
Improvements: Softskill (50%), Cross & Upsell of product (40%), Marketing Benefit (39%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Soham Chatterjee — Catalyst II
Avg %: 76.6%, Audits: 57, Avg Score: 81.8
Strengths: Probing - Project Registration (99%), Product & Pricing requirement (97%), Redemption (95%)
Improvements: Softskill (51%), Opening - Introduction (49%), Closing - Call Closure (49%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Arpita Chakraborty — Catalyst II
Avg %: 75.5%, Audits: 119, Avg Score: 61.3
Strengths: CRM Update (97%), Probing - Project Registration (90%), Redemption (89%)
Improvements: Opening - Introduction (50%), Closing - Call Closure (50%), Marketing Benefit (45%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Adiba Nain — Catalyst II
Avg %: 71.1%, Audits: 65, Avg Score: 53.8
Strengths: CRM Update (98%), Redemption (93%), Probing - Project Registration (89%)
Improvements: Cross & Upsell of product (46%), Product FeedBack (43%), Marketing Benefit (22%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Jerry Jose — Soar Zone II
Avg %: 90.0%, Audits: 13, Avg Score: 90.0
Strengths: Probing - Project Registration (100%), Product & Pricing requirement (100%), Cross & Upsell of product (100%)
Improvements: Product FeedBack (50%), Closing - Call Closure (50%), Softskill (50%)
• Improve Softskill through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Jutirmoy Mazumder — Soar Zone II
Avg %: 86.1%, Audits: 116, Avg Score: 81.3
Strengths: Probing - Project Registration (100%), CRM Update (100%), Redemption (99%)
Improvements: Softskill (61%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Aishwarya Roy — Soar Zone II
Avg %: 85.5%, Audits: 41, Avg Score: 81.0
Strengths: Probing - Project Registration (100%), CRM Update (96%), Product & Pricing requirement (96%)

Improvements: GTM Adherence (58%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Aahira Singh — Soar Zone II
Avg %: 85.5%, Audits: 64, Avg Score: 80.2
Strengths: CRM Update (99%), Probing - Project Registration (99%), Redemption (97%)
Improvements: GTM Adherence (59%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Nikita Dutta — Soar Zone II
Avg %: 85.3%, Audits: 127, Avg Score: 83.9
Strengths: Probing - Project Registration (99%), CRM Update (97%), Redemption (96%)
Improvements: Softskill (66%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Arunraj Singh Rehal — Soar Zone II
Avg %: 85.0%, Audits: 178, Avg Score: 82.7
Strengths: Probing - Project Registration (98%), Redemption (98%), CRM Update (97%)
Improvements: Softskill (61%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Uma Beriwal — Soar Zone II
Avg %: 84.8%, Audits: 182, Avg Score: 83.4
Strengths: Redemption (99%), Probing - Project Registration (98%), CRM Update (97%)
Improvements: Softskill (62%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Nasima Banu — Soar Zone II
Avg %: 84.4%, Audits: 30, Avg Score: 79.3
Strengths: Probing - Project Registration (97%), CRM Update (97%), Redemption (95%)
Improvements: GTM Adherence (63%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Arnab Das — Soar Zone II
Avg %: 84.1%, Audits: 170, Avg Score: 80.9
Strengths: Probing - Project Registration (98%), Redemption (97%), CRM Update (96%)
Improvements: Softskill (60%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Akash Kumar Shaw — Soar Zone II
Avg %: 83.8%, Audits: 146, Avg Score: 82.5
Strengths: Probing - Project Registration (97%), Redemption (97%), CRM Update (96%)
Improvements: Softskill (60%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Kaushani Saha — Soar Zone II
Avg %: 82.6%, Audits: 122, Avg Score: 80.6
Strengths: Probing - Project Registration (98%), CRM Update (97%), Redemption (95%)
Improvements: Softskill (59%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Aparna Biswas — Soar Zone II
Avg %: 81.6%, Audits: 75, Avg Score: 81.2
Strengths: Redemption (98%), Probing - Project Registration (95%), CRM Update (95%)
Improvements: Softskill (62%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sk Shamsher Ali — Unity I
Avg %: 83.7%, Audits: 123, Avg Score: 78.6
Strengths: CRM Update (97%), Probing - Project Registration (97%), Redemption (95%)
Improvements: Softskill (51%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Arpita Kar — Unity I
Avg %: 83.6%, Audits: 91, Avg Score: 77.7
Strengths: CRM Update (99%), Probing - Project Registration (98%), Redemption (95%)
Improvements: Softskill (54%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Ranjana Mohajan — Unity I
Avg %: 82.6%, Audits: 134, Avg Score: 79.2
Strengths: Probing - Project Registration (98%), CRM Update (97%), Redemption (97%)
Improvements: Softskill (53%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Jyotirmoyee Sardar — Unity I
Avg %: 80.9%, Audits: 195, Avg Score: 75.4
Strengths: Redemption (95%), Probing - Project Registration (94%), CRM Update (93%)
Improvements: Softskill (51%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Ria Majumdar — Unity I
Avg %: 79.4%, Audits: 176, Avg Score: 73.2
Strengths: CRM Update (96%), Probing - Project Registration (95%), Redemption (93%)
Improvements: Softskill (51%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Supratik Jagati — Unity I
Avg %: 79.3%, Audits: 184, Avg Score: 71.8
Strengths: CRM Update (98%), Probing - Project Registration (96%), Redemption (91%)
Improvements: Softskill (52%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Anubha Arora — Unity I
Avg %: 79.2%, Audits: 202, Avg Score: 71.1
Strengths: Probing - Project Registration (94%), Redemption (94%), CRM Update (94%)
Improvements: Softskill (52%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sk. Shamsher Ali — Unity I
Avg %: 78.5%, Audits: 24, Avg Score: 63.1
Strengths: Probing - Project Registration (94%), Product FeedBack (90%), Product & Pricing requirement (89%)
Improvements: Closing - Call Closure (50%), Softskill (50%), Marketing Benefit (36%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Sraboni Roy — Unity I
Avg %: 77.4%, Audits: 215, Avg Score: 72.4
Strengths: Probing - Project Registration (94%), CRM Update (92%), Redemption (92%)
Improvements: Softskill (50%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Ranjana Mahajan — Unity I
Avg %: 75.2%, Audits: 81, Avg Score: 64.7
Strengths: Probing - Project Registration (95%), CRM Update (91%), Redemption (78%)
Improvements: Opening - Introduction (50%), Closing - Call Closure (50%), Marketing Benefit (42%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Mousumi Chakrabarty — Unity I
Avg %: 74.7%, Audits: 57, Avg Score: 80.5
Strengths: Probing - Project Registration (99%), Redemption (98%), Cross & Upsell of product (97%)
Improvements: Softskill (54%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Aparna Biswas — Unity I
Avg %: 69.0%, Audits: 53, Avg Score: 59.9
Strengths: Probing - Project Registration (90%), CRM Update (81%), Redemption (78%)
Improvements: Closing - Call Closure (50%), Softskill (49%), Marketing Benefit (28%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Mousumi Chakraborty — Unity I
Avg %: 68.6%, Audits: 44, Avg Score: 68.0
Strengths: Probing - Project Registration (90%), Redemption (87%), Product & Pricing requirement (87%)

Improvements: Opening - Introduction (50%), Closing - Call Closure (50%), Cross & Upsell of product (43%)
• Improve Cross & Upsell of product through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Shrinjoyee Das — Unity I
Avg %: 67.7%, Audits: 25, Avg Score: 61.0
Strengths: Redemption (93%), Probing - Project Registration (85%), Product & Pricing requirement (78%)
Improvements: Product FeedBack (48%), Cross & Upsell of product (40%), Marketing Benefit (26%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Vinayak Burman — Unity II
Avg %: 84.8%, Audits: 45, Avg Score: 82.7
Strengths: Redemption (100%), Probing - Project Registration (99%), CRM Update (97%)
Improvements: Softskill (52%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Arshi Afreen Jamal — Unity II
Avg %: 83.1%, Audits: 79, Avg Score: 75.2
Strengths: Probing - Project Registration (100%), CRM Update (98%), Redemption (98%)
Improvements: Softskill (56%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Saheli Roy — Unity II
Avg %: 83.1%, Audits: 123, Avg Score: 80.1
Strengths: CRM Update (97%), Probing - Project Registration (97%), Redemption (95%)
Improvements: Softskill (51%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Pritam Mondal — Unity II
Avg %: 82.2%, Audits: 127, Avg Score: 77.6
Strengths: Probing - Project Registration (97%), CRM Update (97%), Redemption (95%)
Improvements: Softskill (53%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Ishika Shyamal — Unity II
Avg %: 81.1%, Audits: 112, Avg Score: 78.6
Strengths: Redemption (99%), CRM Update (96%), Probing - Project Registration (96%)
Improvements: Softskill (53%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Md Sadik — Unity II
Avg %: 80.3%, Audits: 124, Avg Score: 79.0
Strengths: Probing - Project Registration (96%), CRM Update (96%), Product & Pricing requirement (95%)
Improvements: Softskill (51%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Nasima Banu — Unity II
Avg %: 78.4%, Audits: 52, Avg Score: 70.1
Strengths: Product & Pricing requirement (98%), Probing - Project Registration (96%), Cross & Upsell of product (93%)
Improvements: Marketing Benefit (51%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Dwipannita Chakrabarty — Unity II
Avg %: 74.2%, Audits: 9, Avg Score: 78.1
Strengths: Product & Pricing requirement (94%), Redemption (94%), Cross & Upsell of product (90%)
Improvements: Softskill (61%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Farha Ali — Unity II
Avg %: 74.0%, Audits: 52, Avg Score: 72.0
Strengths: Redemption (96%), Probing - Project Registration (95%), Product & Pricing requirement (93%)
Improvements: Opening - Introduction (50%), Closing - Call Closure (50%), Softskill (49%)
• Improve Softskill through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Anjali Sahani — Unity II
Avg %: 73.9%, Audits: 125, Avg Score: 68.2
Strengths: CRM Update (93%), Redemption (90%), Probing - Project Registration (88%)
Improvements: Closing - Call Closure (50%), Softskill (50%), Marketing Benefit (49%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Hemant Sharma — Unity II
Avg %: 70.7%, Audits: 96, Avg Score: 77.3
Strengths: Probing - Project Registration (97%), Product & Pricing requirement (94%), Redemption (93%)
Improvements: Softskill (52%), Opening - Introduction (50%), Closing - Call Closure (50%)
• Improve Closing - Call Closure through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Arpita Kar — Unity II
Avg %: 68.4%, Audits: 51, Avg Score: 56.8
Strengths: Redemption (92%), CRM Update (92%), Probing - Project Registration (78%)
Improvements: Softskill (47%), Product FeedBack (39%), Marketing Benefit (28%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Vinayak Barman — Unity II
Avg %: 66.0%, Audits: 69, Avg Score: 53.6
Strengths: CRM Update (93%), Redemption (80%), Probing - Project Registration (76%)
Improvements: Product FeedBack (38%), Cross & Upsell of product (29%), Marketing Benefit (23%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Subhodip Mazumdar — Unity II
Avg %: 65.8%, Audits: 35, Avg Score: 60.9
Strengths: CRM Update (94%), Probing - Project Registration (77%), Redemption (73%)
Improvements: Closing - Call Closure (50%), Cross & Upsell of product (38%), Marketing Benefit (20%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Alvina Bose — Unity II
Avg %: 65.1%, Audits: 16, Avg Score: 60.3
Strengths: CRM Update (93%), Product FeedBack (88%), Product & Pricing requirement (86%)
Improvements: Closing - Call Closure (50%), Softskill (50%), Marketing Benefit (0%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Aparna Biswas — Unity II
Avg %: 60.0%, Audits: 1, Avg Score: 60.0
Strengths: Probing - Project Registration (100%), Product FeedBack (100%), Opening - Introduction (50%)
Improvements: CRM Update (50%), Softskill (50%), Marketing Benefit (0%)
• Improve Marketing Benefit through role-play and checklist reviews. • Review top-performer calls weekly. • Use CRM reminders to improve follow-up adherence.

Consolidated Overview & Company Recommendations

Average Audit Percentage by Team
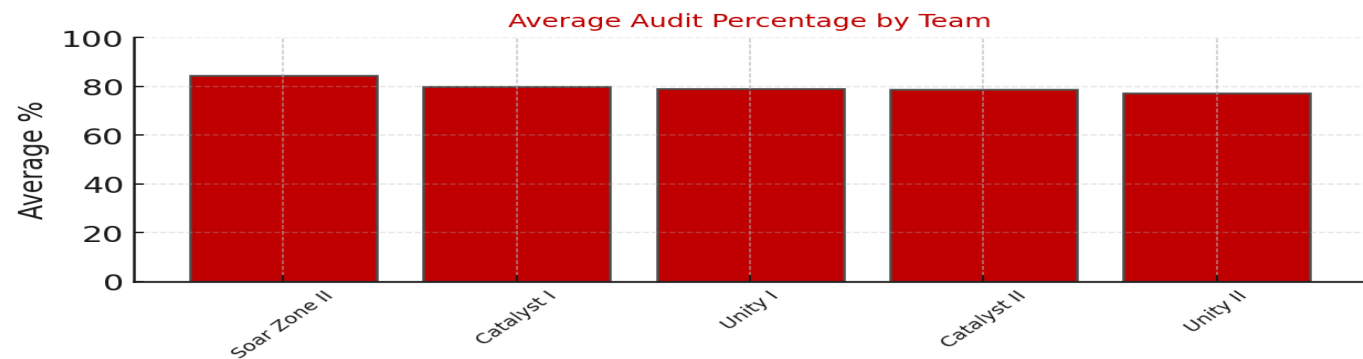
Top Parameters (Company-wide):
• Redemption: 93.9%
• Probing - Project Registration: 94.7%
• CRM Update: 95.2%

Areas to Improve (Company-wide):
• Closing - Call Closure: 50.0%
• Opening - Introduction: 50.0%

• Softskill: 54.4%

Company Recommendations:
• Implement monthly parameter-wise review meetings.
• Use mentor pairing to lift bottom-5 RMs.
• Incorporate CRM update checks into audit feedback.
• Track progress via weekly dashboard.