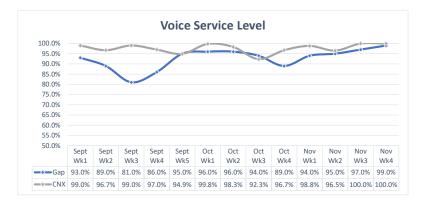
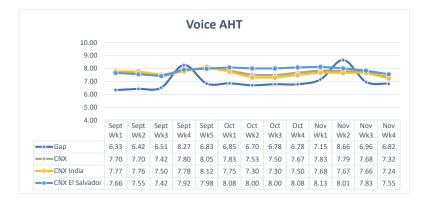
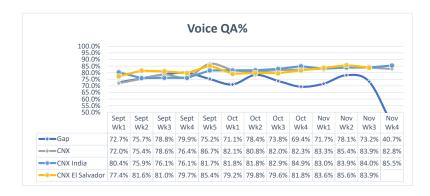
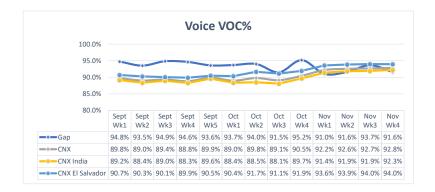
|                    |                                      |                  |                |                  |                |                 |               | Ver              | idor/Gap Call | Metric | Comparison       |                  |                 |                  |                |                |               |                  |              |      |  |  |
|--------------------|--------------------------------------|------------------|----------------|------------------|----------------|-----------------|---------------|------------------|---------------|--------|------------------|------------------|-----------------|------------------|----------------|----------------|---------------|------------------|--------------|------|--|--|
|                    | Gao                                  |                  |                |                  |                |                 |               |                  |               |        |                  | Concentrix       |                 |                  |                |                |               |                  |              |      |  |  |
|                    | Calls Offered                        | Calls Answered   | Service Level% | QA%              | VOC%           | HD Contact %    | ESC Contact % | Release Rate%    | Transfer %    | AHT    | Calls Offered    | Calls Answered   | Service Level%  | QA%              | VOC%           | HD Contact %   | ESC Contact % | Release Rate%    | Transfer %   | AH   |  |  |
| Sept WK2           | 45,942                               | 45,293           | 89.0%          | 75.67%           | 93.5%          | 9.3%            | 2.0%          | 87.60%           | N/A           | 6.51   | 58,391           | 58,025           | 96.7%           | 75.38%           | 89.0%          | 7.5%           | 3.3%          | 83.36%           | 11.6%        | 7.3  |  |  |
| Sept WK3           | 54,175                               | 52,971           | 81.0%          | 78.75%           | 94.9%          | 9.5%            | 1.9%          | 87.69%           | N/A           | 8.27   | 75,124           | 74,914           | 99.0%           | 78.59%           | 89.4%          | 6.4%           | 2.9%          | 83.90%           | 9.8%         | 7.4  |  |  |
| Sept WK4           | 52,457                               | 51,541           | 86.0%          | 79.90%           | 94.6%          | 8.8%            | 1.9%          | 87.34%           | N/A           | 6.83   | 72,836           | 72,088           | 97.0%           | 76.43%           | 88.8%          | 6.0%           | 3.0%          | 83.96%           | 9.5%         | 7.8  |  |  |
| Sept WK5           | 47,253                               | 46,909           | 95.0%          | 75.19%           | 93.6%          | 9.5%            | 2.1%          | 85.40%           | N/A           | 6.85   | 67,579           | 67,221           | 94.9%           | 86.73%           | 89.9%          | 5.0%           | 2.8%          | 84.44%           | 10.2%        | 8.0  |  |  |
| Sep-21             | 240,696                              | 237,169          | 88.8%          | 75.19%           | 94.4%          | 9.1%            | 2.0%          | 87.05%           | N/A           | 7.02   | 329,425          | 327,609          | 97.3%           | 77.65%           | 89.3%          | 6.3%           | 3.0%          | 83.86%           | 10.5%        | 7.7  |  |  |
| Oct Wk1            | 48,524                               | 48,269           | 96.0%          | 71.12%           | 93.7%          | 9.4%            | 2.2%          | 86.49%           | N/A           | 6.70   | 68,945           | 68,791           | 99.8%           | 82.09%           | 89.0%          | 4.0%           | 2.5%          | 83.75%           | 10.5%        | 7.8  |  |  |
| Oct Wk2            | 49,743                               | 49,497           | 96.0%          | 78.35%           | 94.0%          | 8.7%            | 1.5%          | 87.35%           | N/A           | 6.78   | 72,795           | 72,620           | 98.3%           | 80.80%           | 89.8%          | 3.4%           | 2.5%          | 84.29%           | 9.9%         | 7.5  |  |  |
| Oct Wk3            | 60,109                               | 59,700           | 94.0%          | 73.76%           | 91.5%          | 10.9%           | 2.2%          | 85.52%           | N/A           | 6.78   | 98,577           | 97,383           | 92.3%           | 81.98%           | 89.1%          | 3.5%           | 2.4%          | 84.64%           | 8.8%         | 7.5  |  |  |
| Oct Wk4            | 64,590                               | 62,744           | 89.0%          | 69.37%           | 95.2%          | 10.7%           | 2.0%          | 85.84%           | N/A           | 7.15   | 100,687          | 100,186          | 96.7%           | 82.33%           | 90.5%          | 3.3%           | 2.1%          | 85.72%           | 7.7%         | 7.6  |  |  |
| Oct-21             | 222,966                              | 220,210          | 93.8%          | 74.27%           | 93.7%          | 10.4%           | 2.1%          | 86.30%           | N/A           | 6.87   | 341,004          | 338,980          | 96.8%           | 81.59%           | 89.6%          | 3.5%           | 2.3%          | 84.70%           | 9.0%         | 7.6  |  |  |
| Nov Wk1            | 61,992<br>66.069                     | 61,438           | 94.0%          | 71.65%           | 91.0%          | 11.8%           | 2.3%<br>1.8%  | 84.70%           | N/A<br>N/A    | 8.66   | 99,880           | 99,652           | 98.8%           | 83.25%           | 92.2%<br>92.6% | 3.3%           | 2.0%          | 87.60%           | 8.7%         | 7.8  |  |  |
| Nov Wk2<br>Nov Wk3 | 69,589                               | 65,645<br>69.268 | 95.0%<br>97.0% | 78.13%<br>73.22% | 91.6%<br>93.7% | 10.1%<br>9.0%   | 1.8%          | 86.16%<br>86.33% | N/A<br>N/A    | 6.96   | 98,264<br>97.122 | 97,677<br>96.946 | 96.5%<br>100.0% | 85.41%<br>83.93% | 92.5%          | 2.9%           | 1.8%          | 88.39%<br>88.75% | 8.7%<br>8.5% | 7.7  |  |  |
| Nov Wk3<br>Nov Wk4 | 73.870                               | 73.683           | 97.0%          | 40.68%           | 93.7%          | 9.0%<br>5.7%    | 0.9%          | 86.33%<br>86.62% | N/A<br>N/A    | 6.82   | 97,122           | 95,946           | 100.0%          | 83.93%           | 92.7%          | 2.6%           | 1.8%          | 88.75%<br>89.14% | 8.5%<br>9.1% | 7.6  |  |  |
| Nov-21             | 271.520                              | 270,034          | 96.3%          | 47.54%           | 92.1%          | 9.0%            | 1.8%          | 85.95%           | N/A           | 7.15   | 388.905          | 387.770          | 98.8%           | 83,80%           | 92.5%          | 3.0%           | 1.8%          | 88.32%           | 8.7%         | 7.6  |  |  |
| 1404-21            | 271,320                              | 270,034          | 90.376         | 47.34/6          | Concentrix In  |                 | 1.0/4         | 83.3376          | N/A           | 7.13   | 388,303          | 387,770          | 30.070          | 83.80%           |                | ix El Salvador | 1.076         | 88.32/6          | 8.776        | 7.0  |  |  |
| Sept WK2           | Calls Offered                        | Calls Answered   | Service Level% | QA%              | VOC%           | HD Contact %    | ESC Contact % | Release Rate%    | Transfer %    | AHT    | Calls Offered    | Calls Answered   | Service Level%  | QA%              | VOC%           | HD Contact %   | ESC Contact % | Release Rate%    | Transfer %   | AH   |  |  |
|                    | 38,421                               | 38,221           | 96.7%          | 75.90%           | 88.4%          | 9.2%            | 3.3%          | 81.60%           | 11.1%         | 7.76   | 19,970           | 19.804           | 96.7%           | 81.57%           | 90.3%          | 4.3%           | 3.3%          | 86.76%           | 12.6%        | 7.5  |  |  |
| Sept WK3           | 48.838                               | 48.703           | 99.0%          | 76.14%           | 89.0%          | 8.0%            | 2.9%          | 82.35%           | 9.5%          | 7.50   | 26,286           | 26,211           | 99.0%           | 81.04%           | 90.1%          | 3.6%           | 2.9%          | 86.80%           | 10.3%        | 7.42 |  |  |
| Sept WK4           | 50.006                               | 49,492           | 97.0%          | 76.07%           | 88.3%          | 7.2%            | 3.0%          | 82.85%           | 9.1%          | 7.78   | 22.830           | 22.596           | 97.0%           | 79.66%           | 89.9%          | 3.4%           | 3.0%          | 86.38%           | 10.4%        | 7.92 |  |  |
| Sept WK5           | 46.839                               | 46.586           | 94.9%          | 81.69%           | 89.6%          | 6.0%            | 2.8%          | 83.16%           | 9.9%          | 8.12   | 20.740           | 20.635           | 94.9%           | 85.39%           | 90.5%          | 2.9%           | 2.8%          | 87.36%           | 10.9%        | 7.98 |  |  |
| Sep-21             | 219,176                              | 218,003          | 97.3%          | 77.86%           | 88.8%          | 7.6%            | 3.0%          | 82.39%           | 10.2%         | 7.78   | 110,249          | 109,606          | 97.3%           | 81.13%           | 90.2%          | 3.8%           | 3.0%          | 86.78%           | 11.3%        | 7.70 |  |  |
| Oct Wk1            | 47,854                               | 47,749           | 99.8%          | 81.80%           | 88.4%          | 4.5%            | 2.5%          | 82.45%           | 9.7%          | 7.75   | 21,091           | 21,042           | 99.8%           | 79.21%           | 90.4%          | 3.0%           | 2.5%          | 86.72%           | 12.1%        | 8.08 |  |  |
| Oct Wk2            | 48,976                               | 48,850           | 98.3%          | 81.84%           | 88.5%          | 3.4%            | 2.5%          | 83.10%           | 9.1%          | 7.30   | 23,828           | 23,770           | 98.3%           | 79.79%           | 91.7%          | 2.6%           | 2.5%          | 86.72%           | 11.7%        | 8.00 |  |  |
| Oct Wk3            | 65,001                               | 64,222           | 92.3%          | 82.90%           | 88.1%          | 3.7%            | 2.4%          | 83.94%           | 7.8%          | 7.30   | 33,576           | 33,161           | 92.3%           | 79.64%           | 91.1%          | 3.0%           | 2.4%          | 85.98%           | 10.6%        | 8.00 |  |  |
| Oct Wk4            | 65,869                               | 65,551           | 96.7%          | 84.90%           | 89.7%          | 3.6%            | 2.1%          | 84.76%           | 6.7%          | 7.50   | 34,818           | 34,635           | 96.7%           | 81.80%           | 91.9%          | 2.9%           | 2.1%          | 87.53%           | 9.4%         | 8.08 |  |  |
| Oct-21             | 227,700                              | 226,372          | 96.8%          | 83.05%           | 88.8%          | 3.9%            | 2.3%          | 83.68%           | 8.2%          | 7.45   | 113,313          | 112,608          | 96.8%           | 80.78%           | 91.4%          | 2.9%           | 2.3%          | 86.75%           | 10.8%        | 8.0  |  |  |
| Nov Wk1            | 64,431                               | 64,285           | 98.8%          | 83.00%           | 91.4%          | 3.5%            | 2.0%          | 86.50%           | 7.8%          | 7.68   | 35,449           | 35,367           | 98.8%           | 83.63%           | 93.6%          | 2.8%           | 2.0%          | 89.59%           | 10.4%        | 8.13 |  |  |
| Nov Wk2            | 64,284                               | 63,909           | 96.5%          | 83.92%           | 91.9%          | 3.2%            | 1.8%          | 87.42%           | 7.8%          | 7.67   | 33,980           | 33,768           | 96.5%           | 85.62%           | 93.9%          | 2.4%           | 1.8%          | 90.23%           | 10.5%        | 8.01 |  |  |
| Nov Wk3            | 62,585                               | 62,477           | 100.0%         | 83.95%           | 91.9%          | 3.1%            | 1.8%          | 87.72%           | 7.9%          | 7.66   | 34,537           | 34,469           | 100.0%          | 83.87%           | 94.0%          | 2.6%           | 1.8%          | 90.62%           | 9.7%         | 7.83 |  |  |
| Nov Wk4            | 62,026                               | 61,935           | 100.0%         | 85.48%           | 92.3%          | 2.7%            | 1.8%          | 88.53%           | 8.5%          | 7.24   | 31,613           | 31,560           | 100.0%          | 0.00%            | 94.0%          | 2.4%           | 1.8%          | 90.35%           | 10.3%        | 7.55 |  |  |
| Nov-21             | 253,326                              | 252,606          | 98.8%          | 83.82%           | 91.8%          | 3.1%<br>Concent | 1.8%          | 87.53%           | 8.0%          | 7.56   | 135,579          | 135,164          | 98.8%           | 84.34%           | 93.8%          | 2.6%           | 1.8%          | 90.19%           | 10.2%        | 7.89 |  |  |
| Į.                 | Gap Chat Chats Answered AHT QA% VOC% |                  |                | Chats Answered   | AHT            | OA% VOC%        |               | 1                |               |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Sept WK2           | 10.708                               | 9.28             | QA%<br>82.97%  | 85.66%           | 19.478         | 9.20            | QA%<br>87.48% | 85.25%           | t             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Sept WK3           | 15,706                               | 9.50             | 85.29%         | 86.00%           | 24.338         | 9.48            | 83.97%        | 85.38%           |               |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Sept WK4           | 12,828                               | 9.75             | 90.60%         | 86.07%           | 27.787         | 9.32            | 79.13%        | 86.66%           |               |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Sept WK5           | 11,066                               | 9.87             | 87.78%         | 87.70%           | 25.078         | 9.33            | 79.65%        | 88.27%           |               |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Sep-21             | 61,077                               | 9.50             | 87.34%         | 85.92%           | 114,071        | 9.33            | 83,74%        | 86.26%           | t             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Oct Wk1            | 9,658                                | 9.82             | 84.36%         | 87.70%           | 22,984         | 9.32            | 88.80%        | 87.54%           | t             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Oct Wk2            | 9,522                                | 9.66             | 87.79%         | 87.56%           | 23,785         | 9.05            | 86.55%        | 87.82%           | 1             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Oct Wk3            | 11,424                               | 9.63             | 88.39%         | 86.75%           | 30,630         | 8.85            | 90.01%        | 87.58%           | 1             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Oct Wk4            | 11,602                               | 9.73             | 81.31%         | 86.44%           | 35,204         | 9.60            | 91.63%        | 87.31%           | 1             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Oct-21             | 42,206                               | 9.71             | 85.01%         | 87.08%           | 112,603        | 9.22            | 89.58%        | 87.56%           | 1             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Nov Wk1            | 12,759                               | 9.58             | 88.00%         | 87.96%           | 32,547         | 9.90            | 92.81%        | 88.00%           | 1             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Nov Wk2            | 15,525                               | 9.30             | 89.61%         | 88.09%           | 33,383         | 9.55            | 90.75%        | 88.42%           |               |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Nov Wk3            | 14,508                               | 9.07             | 82.05%         | 87.56%           | 33,986         | 9.15            | 91.17%        | 88.25%           | 1             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Nov Wk4            | 10,608                               | 8.65             | 85.74%         | 89.32%           | 36,041         | 8.70            | 94.15%        | 89.15%           | ]             |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |
| Nov-21             | 53,400                               | 9.18             | 86.30%         | 88.20%           | 135,957        | 9.31            | 92.54%        | 88.48%           |               |        |                  |                  |                 |                  |                |                |               |                  |              |      |  |  |

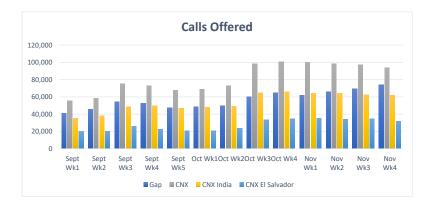
## **Voice Scorecard**











## **Chat Scorecard**



