

Good morning team,

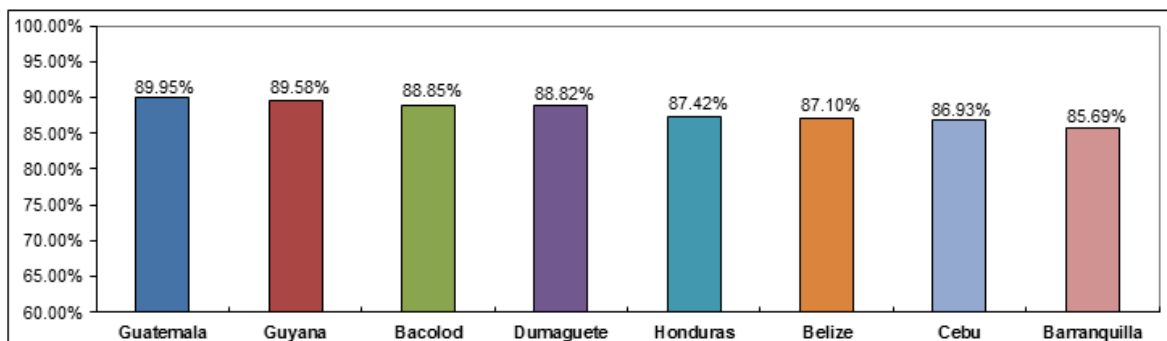
Please see below:

- ✓ **Every Tuesdays we need a call observation and recommendation.** Example Observation: CCR clicked on send codes OTA and the codes were not sent. Example Recommendation: Modify TF# 64 to remove first step because send codes OTA does not work.
- ✓ Please check external calls belonging to you in case of dispute. If you found a dispute, please contact Marcos or myself.
- ✓ We need action plans on your behalf on what you can do to improve your QA Scores. Please include what you need from us.

This is how we did last week as a call center and amongst the other centers. We are currently on the bottom 3 positions.

W/E : 10/30/2016

Group Name	# of Agents	# of Evals	Score	Possible	Percentage
Guatemala	217	217	19,520	21,700	89.95%
Guyana	178	178	15,945	17,800	89.58%
Bacolod	1,461	1,464	130,078	146,400	88.85%
Dumaguete	411	413	36,683	41,300	88.82%
Honduras	161	161	14,075	16,100	87.42%
Belize	29	29	2,526	2,900	87.10%
Cebu	730	730	63,460	73,000	86.93%
Barranquilla	80	80	6,855	8,000	85.69%
Summary	3,267	3,272	289,142	327,200	88.37%



This is how the QA 12 weeks looks:

QuWeeks Report



			SEPT19-SEPT25		SEPT26-OCT2		OCT3-OCT9		OCT10-OCT16		OCT17-OCT23		OCT24-OCT30		Total		Below 88	
Status	QA	DEPARTMENT	Evals	Average	Evals	Average	Evals	Average	Evals	Average	Evals	Average	Evals	Average	Total Ev	Overall	12 Week	6 Week
Active	Patt, Pablo	External	10	91.00	3	86.67	16	74.38	8	91.25	2	85.00	4	85.00	85	86.16	8	4
Active	Peralta, Felix	External	9	85.56	4	85.00	20	87.14	11	91.82	6	73.33	2	85.00	91	85.81	8	5
Active	Ramirez, Estella	External	12	72.50	2	70.00	16	91.25	11	80.00	8	92.50	4	95.00	98	84.63	6	3
Active	Cruz, Alfredo	External	8	82.50	5	78.00	18	82.78	7	91.43	6	75.00	7	80.00	92	84.10	8	5
Active	Campo, Jorge	External					4	90.00	8	91.25	8	73.75	3	80.00	23	83.75	2	2
Active	Garcia, Iris	External	8	83.75	2	70.00	10	91.00	14	87.14	14	84.29	4	92.50	96	83.61	9	4
Active	Davis, Ticyee	External	8	78.75	3	93.33	15	91.33	16	81.25	9	81.11	3	83.33	80	77.56	8	4