

# Quality Average

Center Average						
BELIZE		Points	Total Agents	Total Pts	Percentage	Threshold
		0	0	0	0.00%	Equal to 0
		70	5	350	26.32%	Less than 86
		80	0	0	0.00%	86 to 87.99
		90	1	90	5.26%	88 to 91.99
		100	13	1300	68.42%	92 to 100
	SUM	340	19	1740	100.00%	OLD CALC
			Average	91.58		90.00

Scorecard Contributions	
Average	91.58
Total KPI	35
Points Contributing	32.05

Quality Team		# of agents	0	70	80	90	100	Total Points	Average	SC Contri
Quality Team	Cruz, Alfredo	0	0	0	0	0	0	0		
	Garcia, Iris	0	0	0	0	0	0	0		
	Sabido, Dick	2	0	0	0	0	2	200	100.00	35.00
	Peralta, Felix	3	0	0	0	0	3	300	100.00	35.00
	Ramirez, Estella	3	0	1	0	0	2	270	90.00	31.50
	Patt, Pablo	4	0	1	0	1	2	360	90.00	31.50
	Davis, Ticyee	3	0	1	0	0	2	270	90.00	31.50
	Campo, Jorge	2	0	1	0	0	1	170	85.00	29.75
Totals		17	0	4	0	1	12	91.58		

Supervisor Team	# of agents	0	70	80	90	100	Total Points	Average	SC Contri
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	Garcia Drusilla	0	0	0	0	0	0	0		
	Young2 Whitney	0	0	0	0	0	0	0		
	Rowland Tiffany	0	0	0	0	0	0	0		
	Cal Eugenia	0	0	0	0	0	0	0		
	Vasquez Urbe	0	0	0	0	0	0	0		
	Vacation Supervisor	1	0	0	0	0	1	100	100.00	35.00
	Pineda2 Roberto	1	0	0	0	0	1	100	100.00	35.00
	Hoare George	1	0	0	0	0	1	100	100.00	35.00
	Pott Bernade	1	0	0	0	0	1	100	100.00	35.00
	Anderson1 Tiffarah	3	0	0	0	0	3	300	100.00	35.00
	Castro Malcom	1	0	0	0	0	1	100	100.00	35.00
	Cacho2 Stacey	1	0	0	0	0	1	100	100.00	35.00
	Uh Daniel	3	0	0	0	1	2	290	96.67	33.83
	Munoz Carlos	2	0	1	0	0	1	170	85.00	29.75
	Mai Claudio	2	0	1	0	0	1	170	85.00	29.75
	Lisbey Carlos	1	0	1	0	0	0	70	70.00	24.50
	Scott Stacia	1	0	1	0	0	0	70	70.00	24.50
Totals		18	0	4	0	1	13	92.78		

Training Team		# of agents	0	70	80	90	100	Total Points	Average	SC Contri
Training	Alarcon Keith	0	0	0	0	0	0	0		
	Thomas Andre	0	0	0	0	0	0	0		
	Amaya Jhonatan	0	0	0	0	0	0	0		
	Pook2 Ashley	0	0	0	0	0	0	0		
Totals		0	0	0	0	0	0	#DIV/0!		

Shift Managers		# of agents	0	70	80	90	100	Total Points	Average	SC Contri
Shift Managers	Frazer Angelique	0	0	0	0	0	0	0		
	Kemiki Adeolu	6	0	1	0	0	5	570	95.00	33.25
	Lofter Brittany	6	0	1	0	1	4	560	93.33	32.67
	Williams Keneshea	5	0	2	0	0	3	440	88.00	30.80
Totals		17	0	4	0	1	12	92.35		

Operations		# of agents	0	70	80	90	100	Total Points	Average	SC Contri
Ops	OPS 1	0	0	0	0	0	0	0		
	OPS 2	0	0	0	0	0	0	0		
Totals		0	0	0	0	0	0	91.58		

Skill/Tier		# of agents	0	70	80	90	100	Total Points	Average	SC Contri
Skill	Trainee	0	0	0	0	0	0	0		
	Tier 3	5	0	0	0	1	4	490	98.00	34.30
	Tier 2	5	0	1	0	0	4	470	94.00	32.90
	Tier 1	8	0	3	0	0	5	710	88.75	31.06
Totals		18	0	4	0	1	13	92.78		

