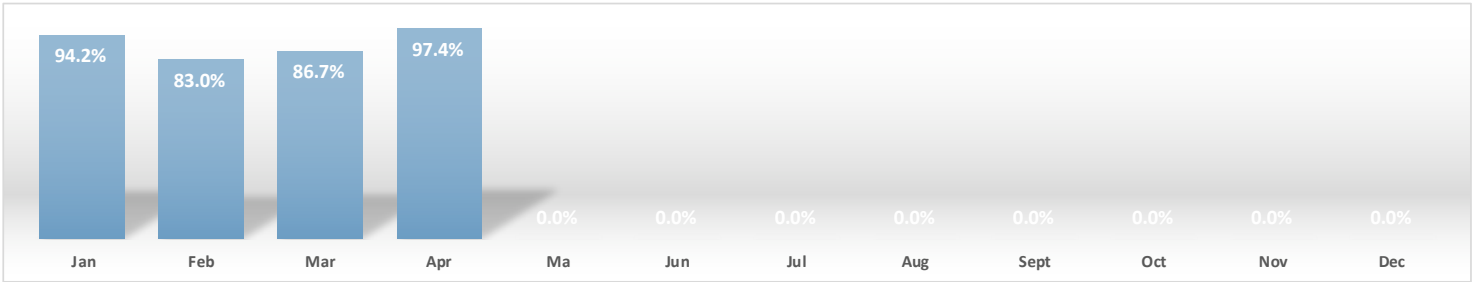
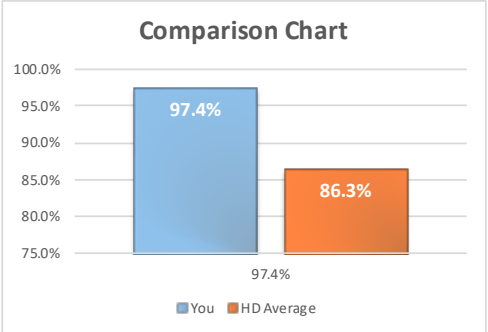


# Camryn Patillo



Monthly Summary	This Month	Last Month	Notes
Grade Report	97.4%	86.7%	
Help Desk Average	86.3%	83.1%	



Monthly Evaluation	This Month	Last Month	Notes
Reviewed Incidents	17	17	
Correct Incidents	16	13	
Incorrect Incidents	1	4	

Missed Categories	This Month	Last Month	Notes
Duplicates	0	0	
Troubleshoot	0	1	
Incorrectly Assigned	0	2	
FCR Hit	0	1	
Caller Incorrect	0	0	
State Incorrect	0	0	
CCA Incorrect	1	3	INC0557462
Affected Course	0	0	
Poor Notes/Comments	0	0	
INC Location	0	0	
<b>Total</b>	<b>1</b>	<b>7</b>	

Monthly Surveys	This Month	Last Month	Notes
Total Surveys	0	1	
Positive	0	1	
Negative	0	0	

Attendance	This Month	Last Month	Notes
Attendance	0	0	