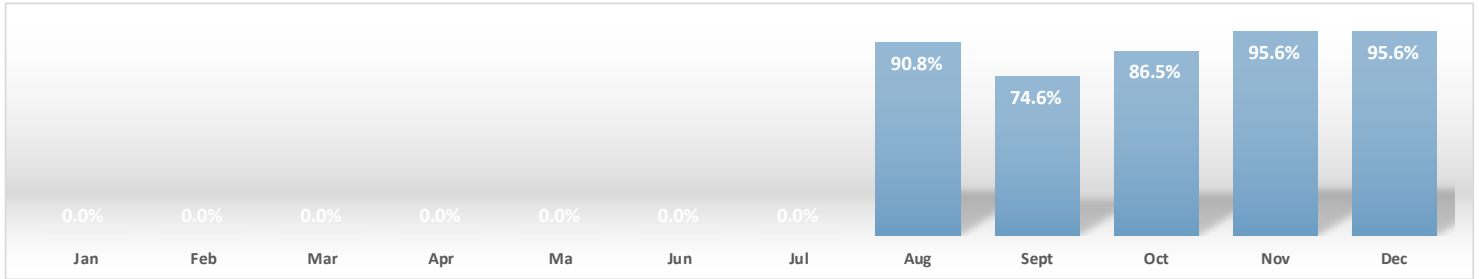
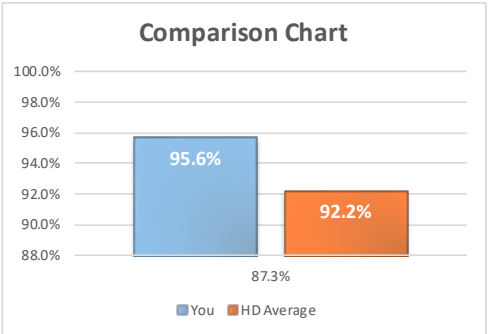


# Camryn Patillo



Monthly Summary	This Month	Last Month	Notes
Grade Report	95.6%	95.6%	
Help Desk Average	92.2%	91.5%	



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

Missed Categories	This Month	Last Month	Notes
Duplicates	0	0	
Troubleshoot	1	1	INC0521316
Incorrectly Assigned	1	1	INC0521316
FCR Hit	1	1	INC0521316
Caller Incorrect	0	0	
State Incorrect	0	0	
CCA Incorrect	0	0	
Affected Course	0	0	
Poor Notes/Comments	0	0	
INC Location	0	0	
<b>Total</b>	<b>3</b>	<b>3</b>	

Monthly Surveys	This Month	Last Month	Notes
Total Surveys	0	3	
Positive	0	2	
Negative	0	1	

Attendance	This Month	Last Month	Notes
Attendance	0	0	