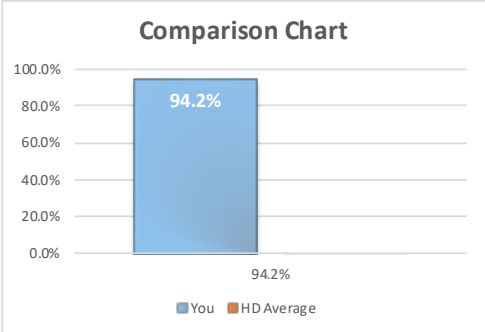


Camryn Patillo

0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Jan	Feb	Mar	Apr	Ma	Jun	Jul	Aug	Sept	Oct	Nov	Dec

Monthly Summary	This Month	Last Month	Notes
Grade Report	94.2%		
Help Desk Average			



Monthly Evaluation	This Month	Last Month	Notes
Reviewed Incidents	17		
Correct Incidents	15		
Incorrect Incidents	2		

Missed Categories	This Month	Last Month	Notes
Duplicates	0		
Troubleshoot	0		
Incorrectly Assigned	1		INC0534223
FCR Hit	0		
Caller Incorrect	0		
State Incorrect	0		
CCA Incorrect	1		INC0535759
Affected Course	0		
Poor Notes/Comments	0		
INC Location	0		
Total	2		

Monthly Surveys	This Month	Last Month	Notes
Total Surveys	0		
Positive	0		INC0527848
Negative	0		

Attendance	This Month	Last Month	Notes
Attendance	0		