



MCCS Performance Scorecard

	A	B	C	D	E	F	G	P	Q
1	Call Team - Scorecard								
2	<i>Name of Agent:</i>				Q210				
3	Performance Measure				Team Average	Weekending	Team Average	Month Ending	Month Ending
4					Weekending	Weekending	Month Ending	Month Ending	
5					June 1, 2010	June 1, 2010	June	June	
6	Quality Assurance Results				80%	75%	80%	75%	
7	Member Calls Handled				15	24	20	20	
8	Member Call to Case Ratio				0.90	0.85	0.90	0.85	
9	First Contact Resolution				88%	65%	88%	65%	
10	Error Count				2	1	9	1	
11	SLA				90%	92%	90%	92%	

	A	B	C	D	E	F	G	H	I
1	Call Team - Scorecard								
2	<i>Name of Agent:</i>								
3	Performance Measure				Team Average	Weekending	Weekending	Weekending	Weekending
4					Weekending	Weekending	Weekending	Weekending	
5					June 1, 2010	June 1, 2010	May 25, 2010	May 18, 2010	
6	Quality Assurance Results				80%	75%	87%	57%	
7	Quality Audit (Link) 1				80%	65%	90%	75%	
8	Quality Audit (Link) 2				80%	75%	85%	55%	
9	Quality Audit (Link) 3				80%	85%	85%	40%	
10	Critical Errors				0.2	0	0	0	
11	Member Calls Handled				15	24	24	22	
12	Member Call to Case Ratio				0.90	0.85	24.00	22.00	
13	First Contact Resolution				88%	65%	69%	67%	
14	Error Count				2	1	4	5	
15	SLA				90%	92%	90%	90%	