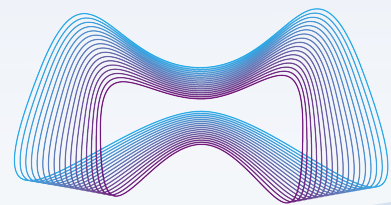


Majuda QualityTracker™

Reporting & Performance Management



MAJUDA™
CORPORATION

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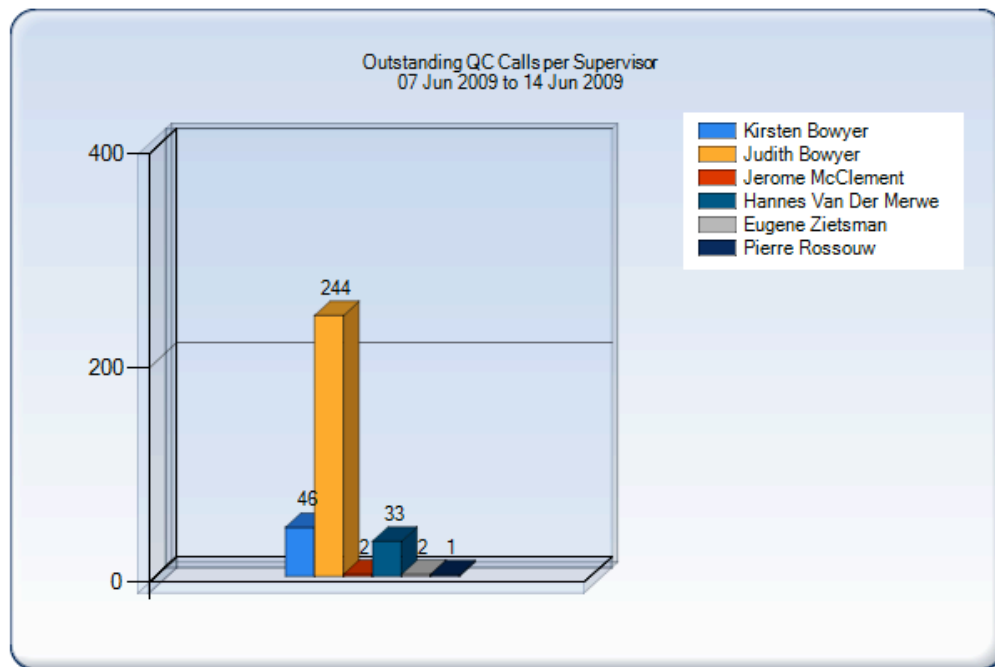
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Majuda Voice Reports

Outstanding QC's

This report will give you the amount of QC's outstanding for each QC Supervisor.

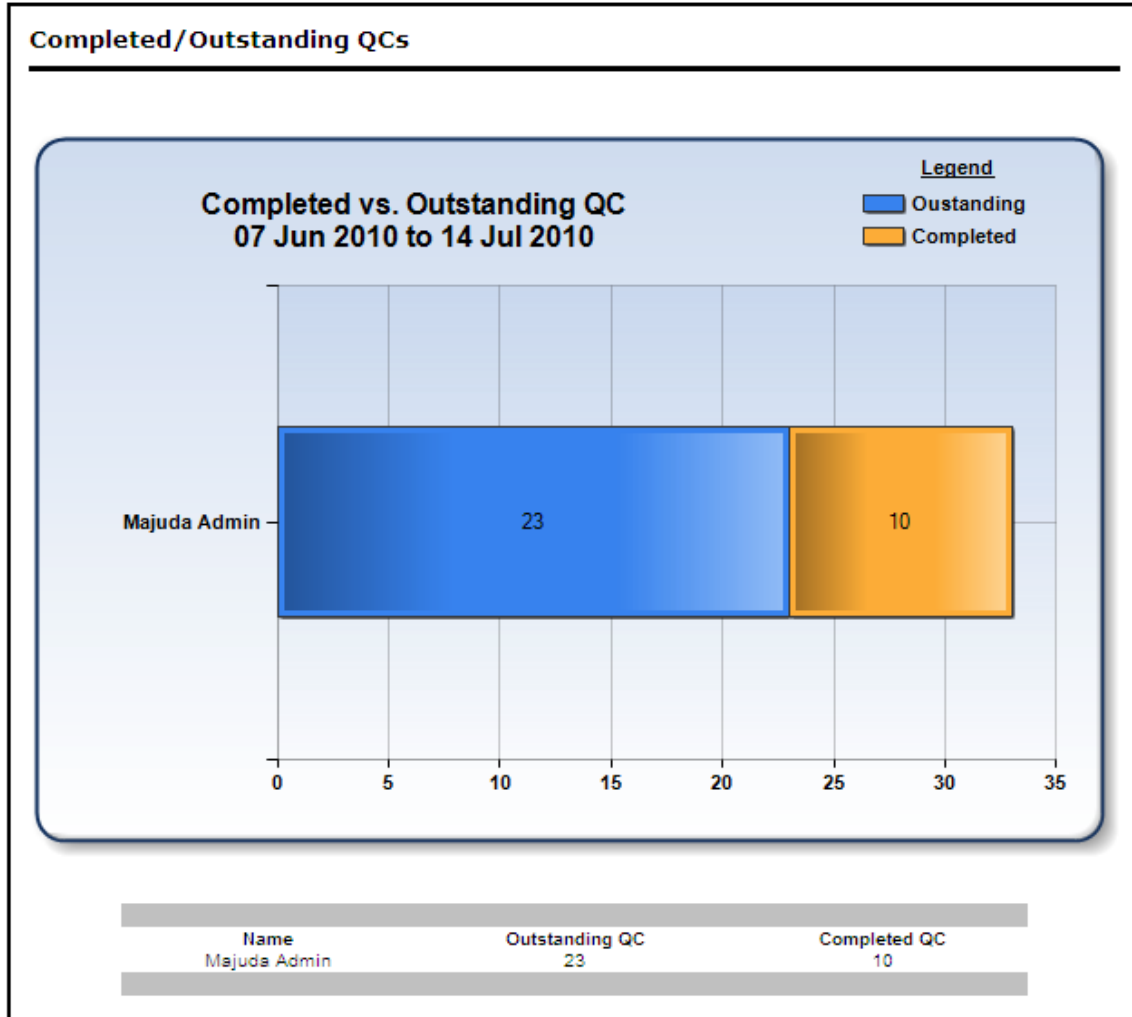
Outstanding QCs



Name	Outstanding Calls
Kirsten Bowyer	46
Judith Bowyer	244
Jerome McClement	02
Hannes Van Der Merwe	33
Eugene Zietsman	02
Pierre Rossouw	01

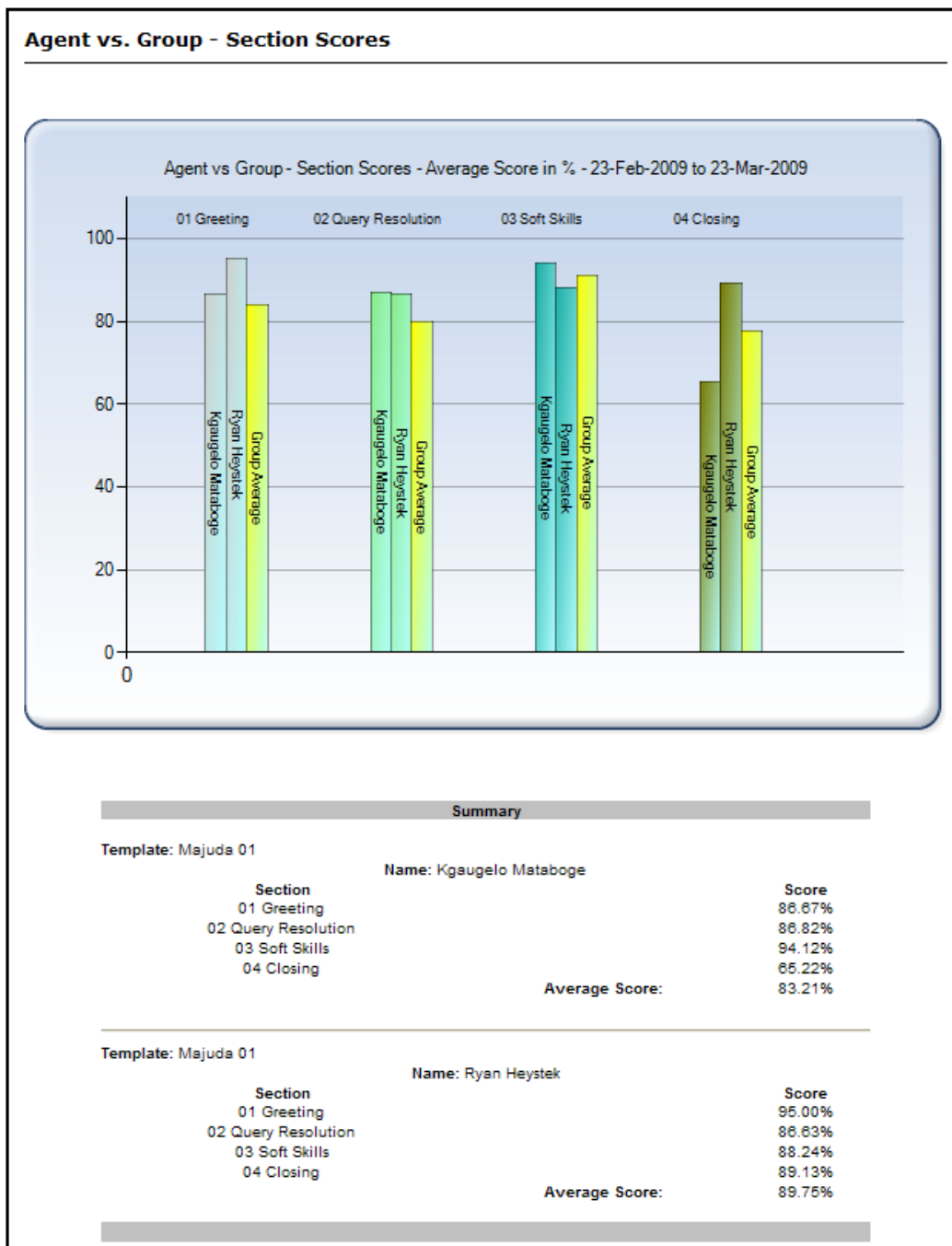
Completed vs. Outstanding QC's

This report will give you a comparison between the amount of QC's outstanding and the completed QC's.



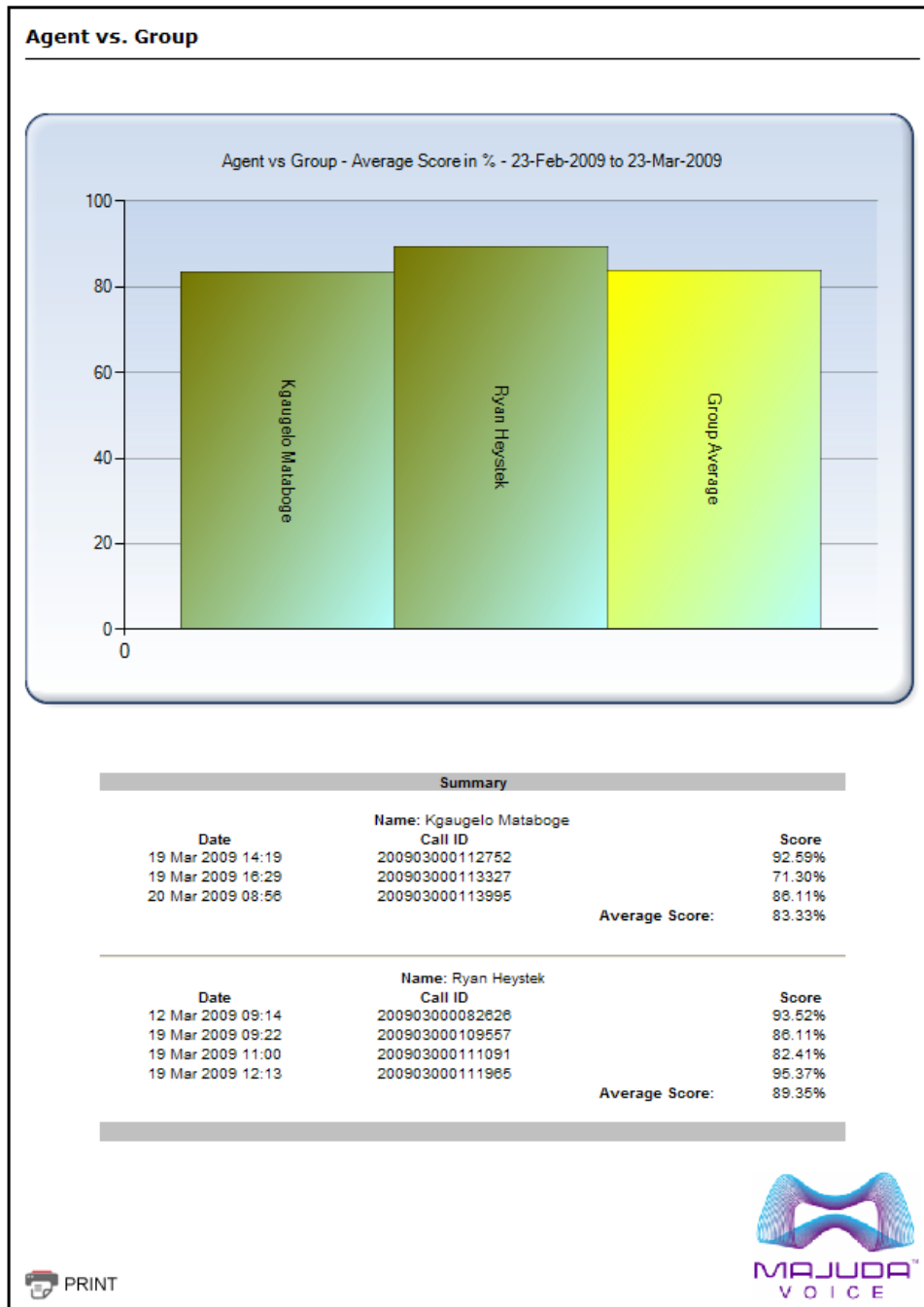
Agent vs. Group Section

This report shows, per Section, the selected agents individually versus the Group (all the agents that were scored against that specific Questionnaire during the period chosen). It takes all the questions per section and gives you an average percentage per section.



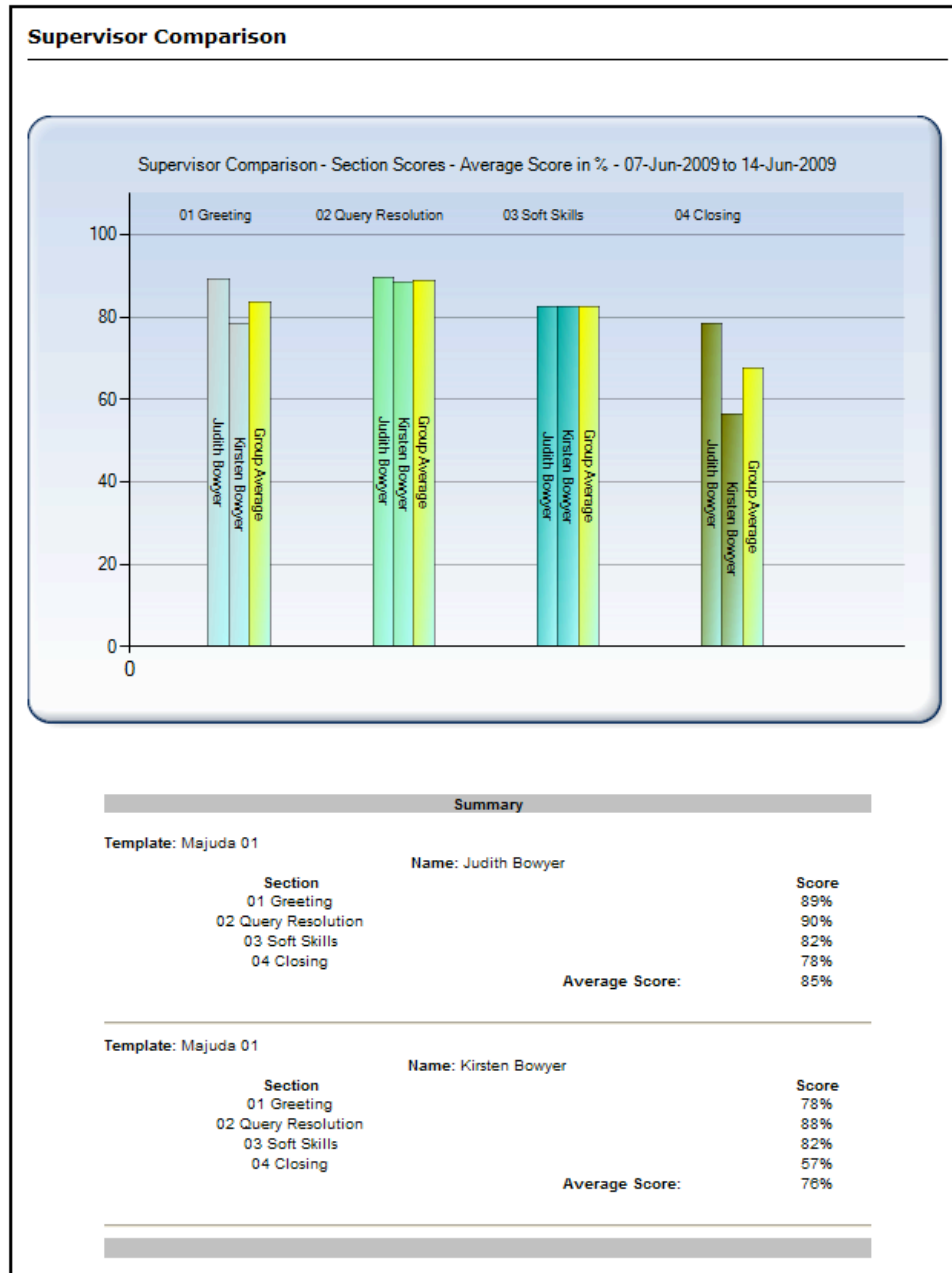
Agent VS Group – Total

This report shows, by TOTAL, the selected agents individually versus the Group (all the agents that were scored against that specific Questionnaire during the period chosen). It takes all the questions overall per score sheet and gives you an average percentage.

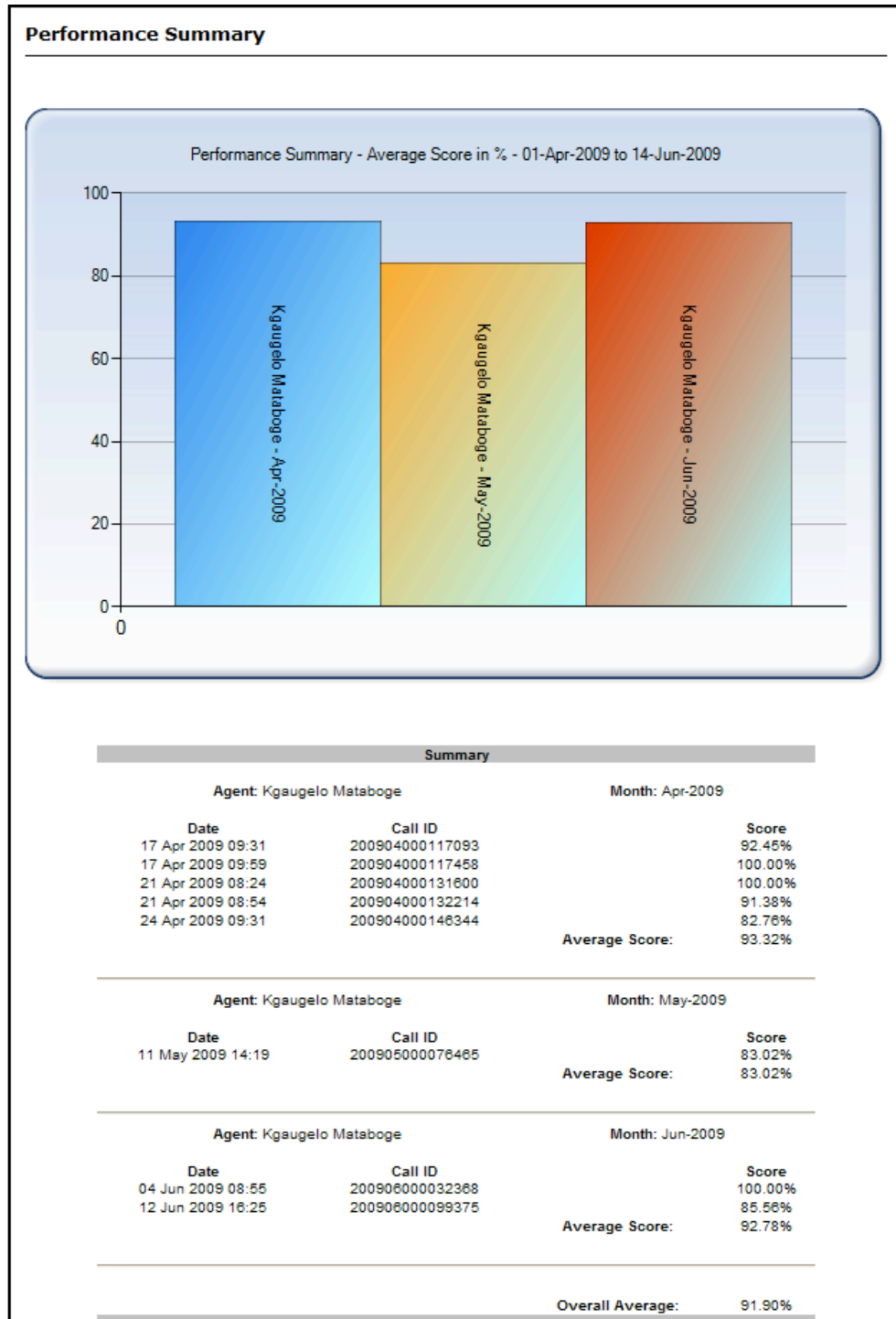


Supervisor Comparison

This report reflects the average score that each Supervisor is achieving, based on the reviews that have been done. You can compare 1 or several supervisors against the group average, and also choose a specific template or All templates. This report is used to ensure that all your supervisors are scoring calls in a fair and even manner.



Performance Summary

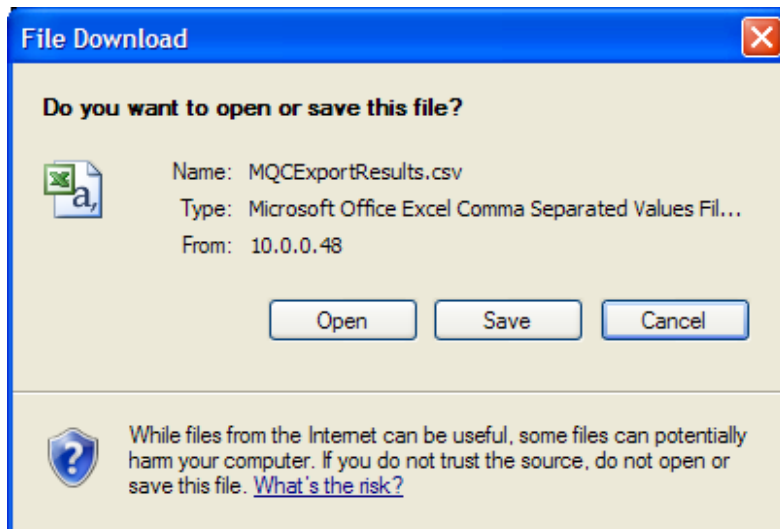


The Performance Summary Report is used to view an individual Agents scoring over a month or months, week or any period of time, either to be shown individually or versus another agent, but without the group total showing. If you select several months, the report will split the reviews up into the months in which they were done.

This report can be used for the Agents staff file, or even in cases of Poor Performance management, as it gives you a profile for the agent over several months.

MQC Export

The MQC Export is a function so that report data and statistics can be exported in a .csv format so that you can generate your own reports, or perhaps integrate the data with another software package.



Below is an example of what the .csv spreadsheet will look like.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	AgentFirst	AgentSum	Supervisor	Supervisor	CategoryN	SectionNa	DateTime	CallID	Extension	Question	Answer	Points	MaxPoints
2	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	01 Greetin	2009/02/26 11:44	200902000279994	215	zTest 1	Yes	5	5
3	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	01 Greetin	2009/02/26 11:44	200902000279994	215	gTest 2	Yes	5	5
4	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	02 Query F	2009/02/26 11:44	200902000279994	215	xTest 3	Yes	10	10
5	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	04 Closing	2009/02/26 11:44	200902000279994	215	bTest 4	Yes	6	6
6	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	04 Closing	2009/02/26 11:44	200902000279994	215	aTest 5	Yes	4	4
7	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	01 Greetin	2009/02/26 14:36	200902000281692	215	zTest 1	Yes	5	5
8	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	01 Greetin	2009/02/26 14:36	200902000281692	215	gTest 2	Yes	5	5
9	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	02 Query F	2009/02/26 14:36	200902000281692	215	xTest 3	Maybe	5	10
10	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	04 Closing	2009/02/26 14:36	200902000281692	215	bTest 4	Yes	6	6
11	Kgaugelo	Mataboge	Judith	Bowyer	Cade Test	04 Closing	2009/02/26 14:36	200902000281692	215	aTest 5	Yes	4	4
12	Kgaugelo	Mataboge	Judith	Bowyer	Majuda 01	01 Greetin	2009/03/19 14:19	200903000112752	215	Did the ag	Yes	10	10
13	Kgaugelo	Mataboge	Judith	Bowyer	Majuda 01	01 Greetin	2009/03/19 14:19	200903000112752	215	Did the ag	Yes	5	5
14	Kgaugelo	Mataboge	Judith	Bowyer	Majuda 01	01 Greetin	2009/03/19 14:19	200903000112752	215	Did the ag	Yes - all	10	10
15	Kgaugelo	Mataboge	Judith	Bowyer	Majuda 01	02 Query F	2009/03/19 14:19	200903000112752	215	Did the ag	Yes	8	8
16	Kgaugelo	Mataboge	Judith	Bowyer	Majuda 01	02 Query F	2009/03/19 14:19	200903000112752	215	Did the ag	Yes	10	10