



## Sample TRS Report Excerpts

TRS Reports show the following results:

Methodology

Typing Speed

Statistical Methodology

Words Per Minute Breakout

Executive Summary

Typing Accuracy

Call Mix

Spoken Accuracy

Answer Time

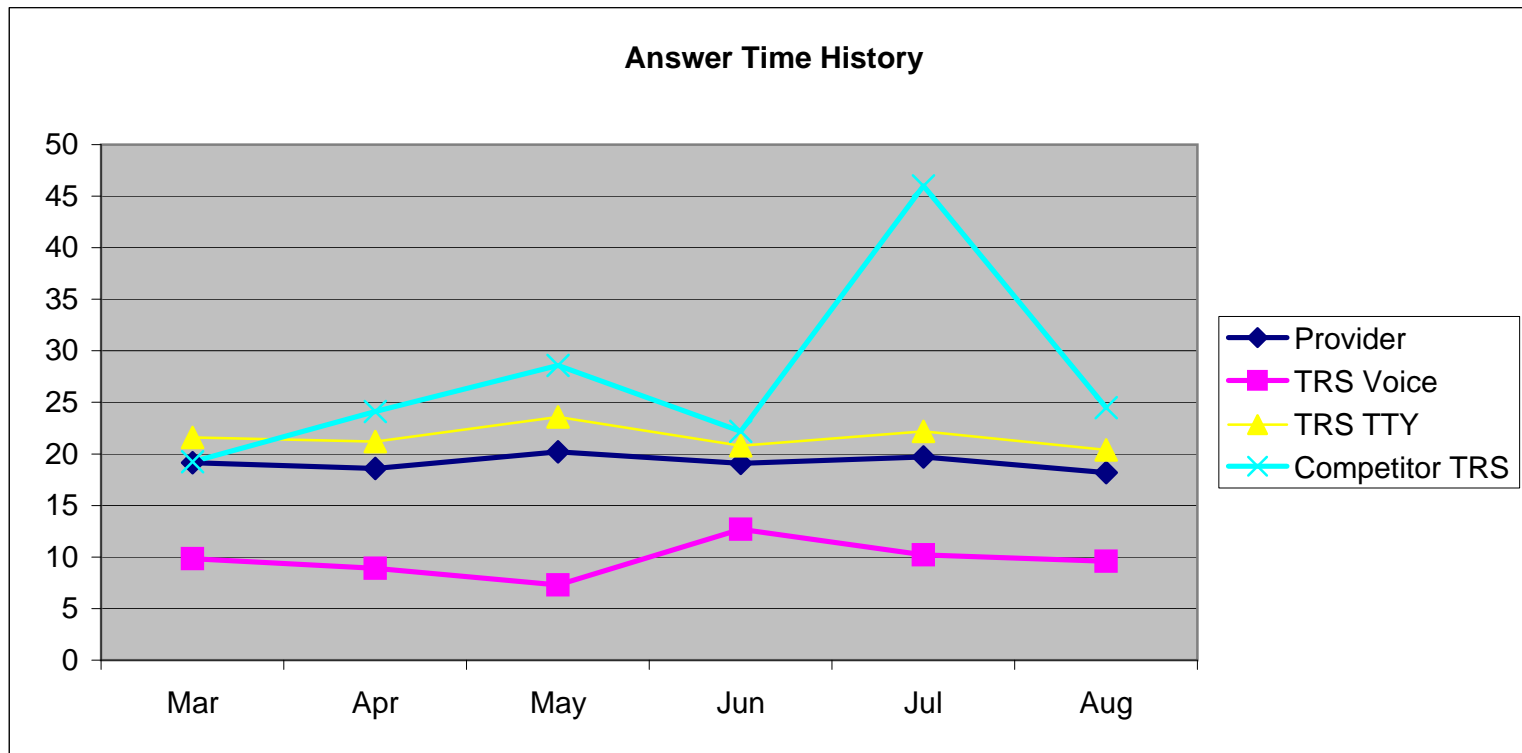
*Customer Care*<sup>SM</sup>

Conversation & Session Time

Call Details

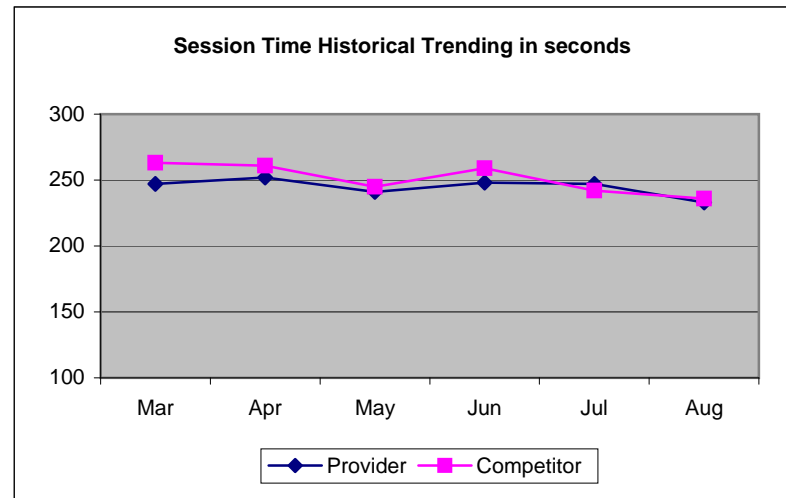
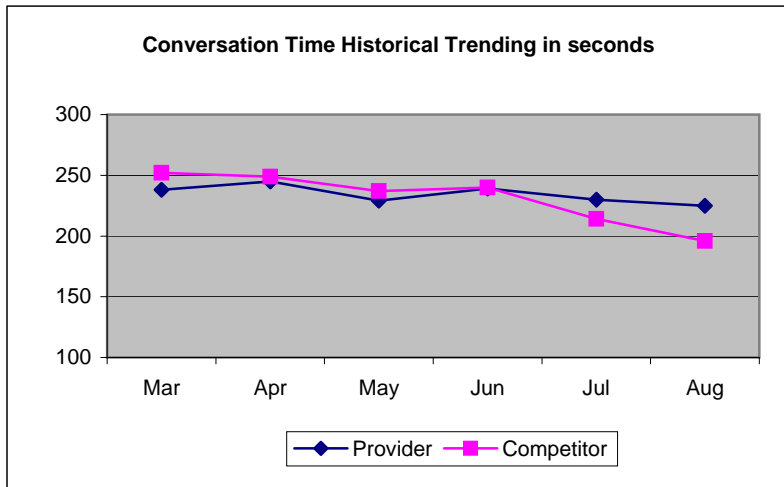
Prepared by: The Paisley Group Ltd.

TRS CONNECT TIME		
	#	Seconds
<b>Provider TRS</b>	<b>125</b>	<b>18.2</b>
Voice Originated	25	9.6
TTY Originated	100	20.4
<b>Competitor TRS</b>	<b>100</b>	<b>24.5</b>



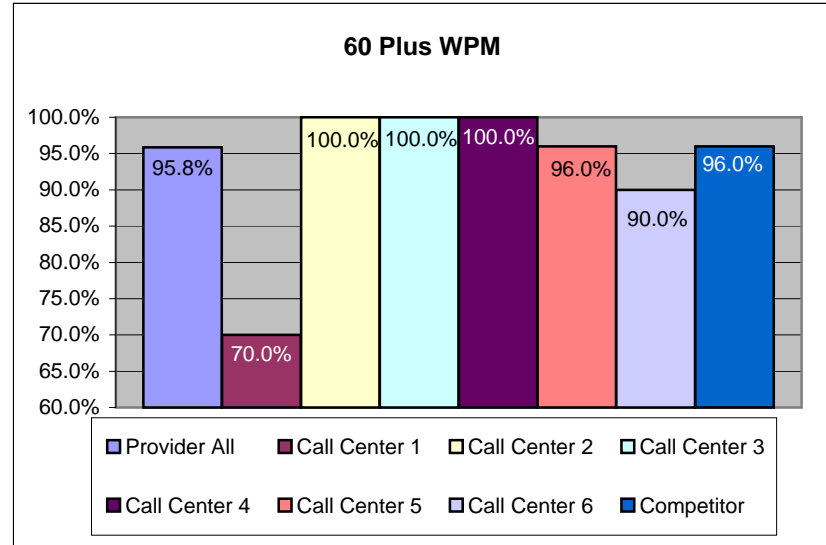
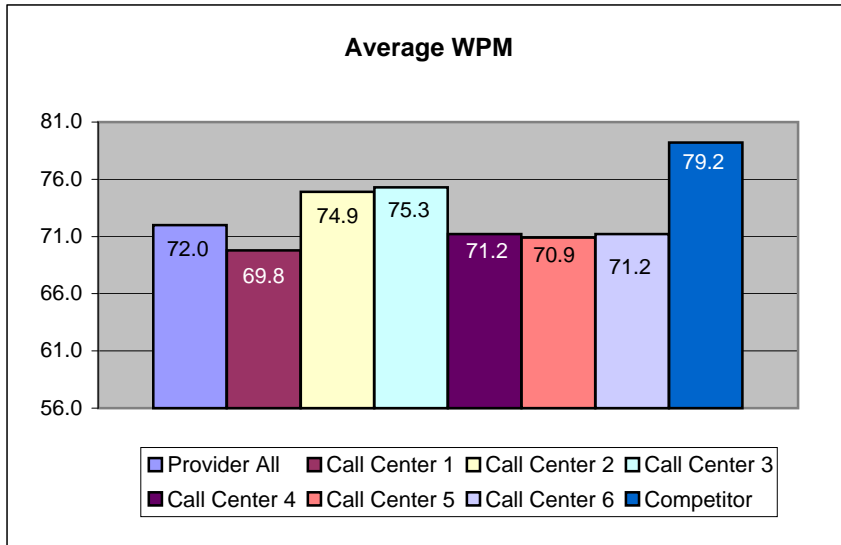
CALL TIMING		
Call Type	Conversation Time	Session Time
	(min : sec)	(min : sec)
<b>Provider</b>	<b>3:45</b>	<b>3:53</b>
TTY	3:51	3:59
VCO	2:57	3:34
<b>Competitor</b>	<b>3:16</b>	<b>3:56</b>

Note: Conversation Time is the length of the call from the Speaker's perspective. Session Time is the length of the call from the TTY user's perspective.

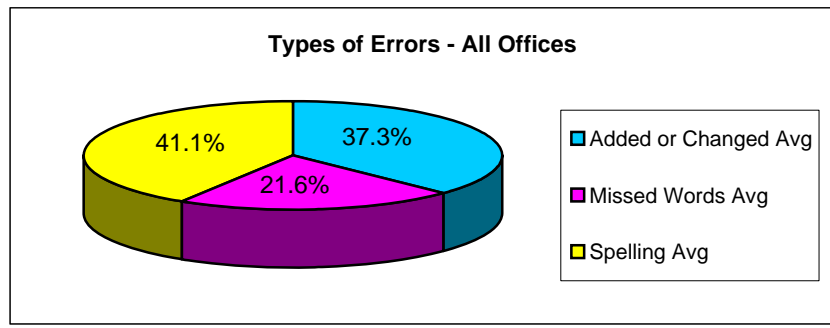
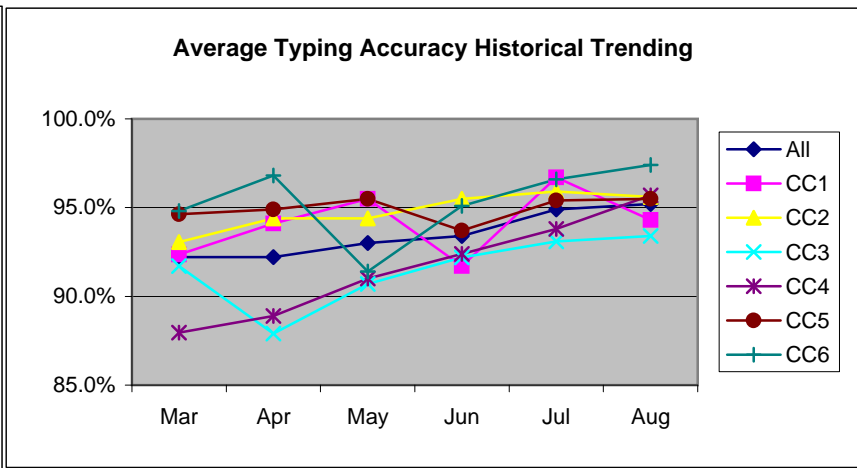
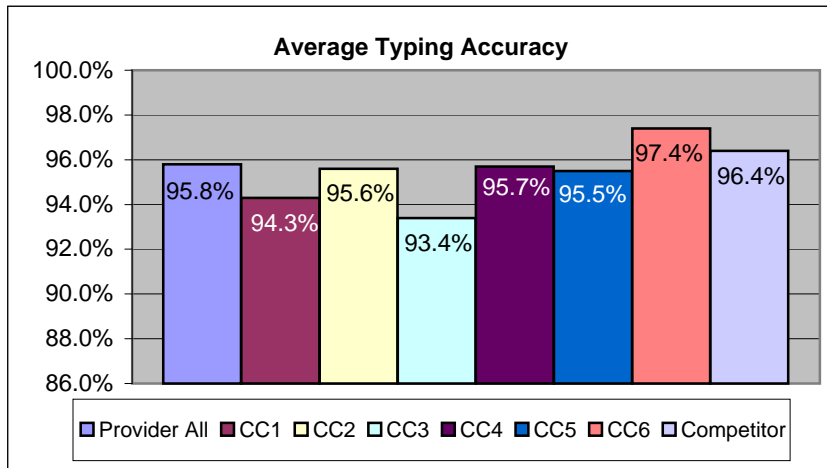


TYPING SPEED											
Call Center	Completed Calls	VCO Calls	TRS Calls	Agents Tested	Average WPM	Error of Estimation	Less Than 60 WPM		60 Plus WPM		
	#			#	#	WPM	#	%	#	%	Error of Estimation %
<b>Provider All</b>	<b>125</b>	<b>25</b>	<b>100</b>	<b>87</b>	<b>72.0</b>	<b>1.6</b>	<b>5</b>	<b>4.2%</b>	<b>115</b>	<b>95.8%</b>	<b>3.6%</b>
Call Center 1	15	5	10	12	69.8	4.3	3	30.0%	7	70.0%	NLS
Call Center 2	25	5	20	19	74.9	3.3	0	0.0%	25	100.0%	NLS
Call Center 3	25	5	20	20	75.3	3.7	0	0.0%	25	100.0%	NLS
Call Center 4	25	5	20	18	71.2	2.0	0	0.0%	25	100.0%	NLS
Call Center 5	25	5	20	17	70.9	3.2	1	4.0%	24	96.0%	NLS
Call Center 6	10	0	10	8	71.2	6.8	1	0.0%	9	90.0%	NLS
Competitor	100	0	100	79	79.2	1.8	2	4.0%	48	96.0%	3.8%

WPM BY CONNECT SPEED		
Speed	Provider Average WPM	Competitor Average WPM
TTY	70.2	71.9
300	77.9	82.0

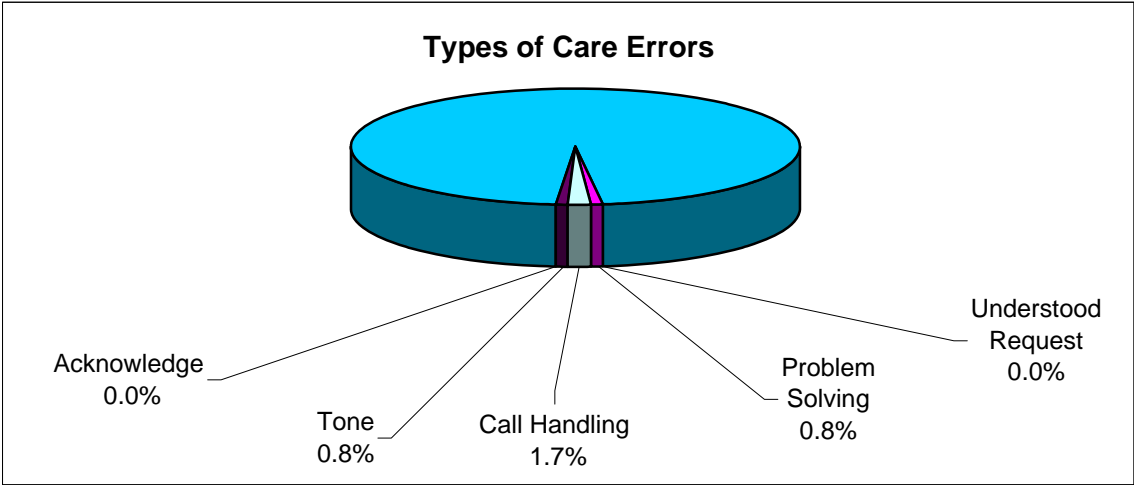


TYPING ACCURACY						
Call Center	Measured Calls	Average Typing Accuracy	Reason for Typing Errors			
			Total	Added or Changed	Missed Words	Spelling
	#	%	Avg	Avg	Avg	Avg
<b>Provider All</b>	<b>125</b>	<b>95.8%</b>	<b>5.1</b>	<b>1.9</b>	<b>1.1</b>	<b>2.1</b>
Call Center 1	15	94.3%	7.0	2.1	1.5	3.4
Call Center 2	25	95.6%	4.9	1.2	1.4	2.3
Call Center 3	25	93.4%	6.0	2.4	1.6	2.0
Call Center 4	25	95.7%	4.6	2.3	0.8	1.5
Call Center 5	25	95.5%	5.0	1.7	0.8	2.5
Call Center 6	10	97.4%	3.0	1.3	0.4	1.3
Competitor	100	96.4%	3.9	1.7	0.8	1.4



<b>CUSTOMER CARE<sup>SM</sup> BY TYPE</b>		
	<b>#</b>	<b>%</b>
<b>Total Calls</b>	<b>125</b>	<b>100.0%</b>
Calls Cared For	121	96.8%
Calls Not Cared For	4	3.2%
<b>Calls Not Cared For by Element</b>		
Understood Request	0	0.0%
Problem Solving	1	0.8%
Call Handling	2	1.6%
Tone	1	0.8%
Acknowledgement	0	0.0%

Note: Graphs and tables may total more than 100% due to multiple unacceptable Care<sup>SM</sup> behaviors on a single call.



## Call Details

Agent	Date	Call Center Dialed	Origination	Call Type	WPM	Typed Accuracy	Spoken Accuracy	Customer Care <sup>SM</sup>	Customer Care <sup>SM</sup> Notes
12	16-Aug-09	CC6	TTY	TTY	45.8	86.0%	100.0%	0	
99	16-Aug-09	CC2	TTY	TTY	71.1	97.6%	100.0%	0	
46	16-Aug-09	CC5	TTY	TTY	69.3	91.6%	100.0%	0	
20	16-Aug-09	CC4	Voice	TTY	69.0	98.0%	100.0%	0	
13	16-Aug-09	CC3	TTY	TTY	94.5	95.6%	100.0%	0	
4	18-Aug-09	CC4	TTY	TTY	76.7	91.7%	100.0%	0	
87	18-Aug-09	CC5	TTY	TTY	76.3	99.1%	100.0%	0	
44	18-Aug-09	CC4	TTY	TTY	73.8	95.8%	100.0%	0	
31	18-Aug-09	CC5	TTY	TTY	71.5	95.7%	100.0%	0	
94	18-Aug-09	CC3	TTY	TTY	92.7	96.7%	100.0%	0	
46	18-Aug-09	CC2	TTY	TTY	83.3	93.0%	100.0%	0	
32	18-Aug-09	CC6	TTY	TTY	71.7	100.0%	100.0%	0	
17	19-Aug-09	CC2	TTY	VCO	76.0	95.4%	N/A	0	
33	19-Aug-09	CC5	TTY	TTY	68.0	90.6%	100.0%	0	
72	19-Aug-09	CC3	TTY	TTY	80.3	98.1%	100.0%	0	
66	19-Aug-09	CC2	TTY	TTY	88.7	100.0%	96.9%	0	
52	19-Aug-09	CC4	TTY	VCO	67.3	90.2%	N/A	0	
12	19-Aug-09	CC2	TTY	TTY	91.4	96.7%	100.0%	0	
96	20-Aug-09	CC4	Voice	TTY	77.4	98.0%	100.0%	0	
78	20-Aug-09	CC6	TTY	TTY	72.0	100.0%	100.0%	0	
31	20-Aug-09	CC4	TTY	TTY	78.6	98.2%	100.0%	0	
88	20-Aug-09	CC3	TTY	TTY	68.9	95.2%	98.4%	0	
30	20-Aug-09	CC5	TTY	TTY	70.7	99.0%	100.0%	0	
21	20-Aug-09	CC2	TTY	TTY	62.8	100.0%	100.0%	0	
51	21-Aug-09	CC1	Voice	TTY	46.9	87.8%	100.0%	5	CA did not give Typer their number.
68	21-Aug-09	CC2	Voice	TTY	76.5	99.1%	100.0%	0	
23	21-Aug-09	CC3	Voice	TTY	60.6	94.5%	100.0%	0	
77	22-Aug-09	CC1	Voice	TTY	56.6	98.8%	100.0%	5	CA did not give Typer their number.
62	22-Aug-09	CC5	Voice	TTY	68.8	96.7%	100.0%	0	
81	22-Aug-09	CC5	Voice	TTY	61.6	95.6%	98.8%	0	
84	22-Aug-09	CC3	TTY	TTY	82.4	94.7%	100.0%	0	