



Sample VRS Report Excerpts

VRS Reports show the following results:

Methodology

Speaker Errors

Executive Summary

Speaker Error Details

Answer Time

*Customer Care*SM

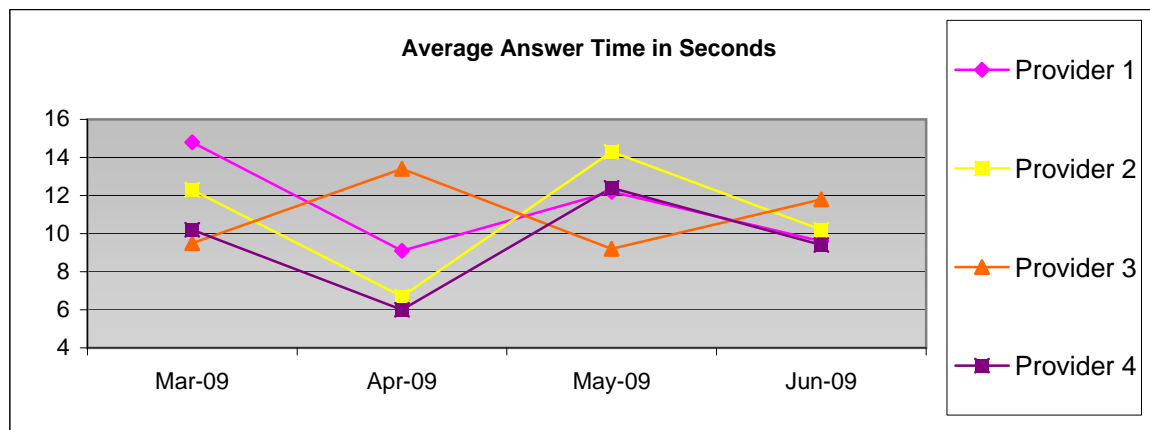
Interpreter Errors

Call Details

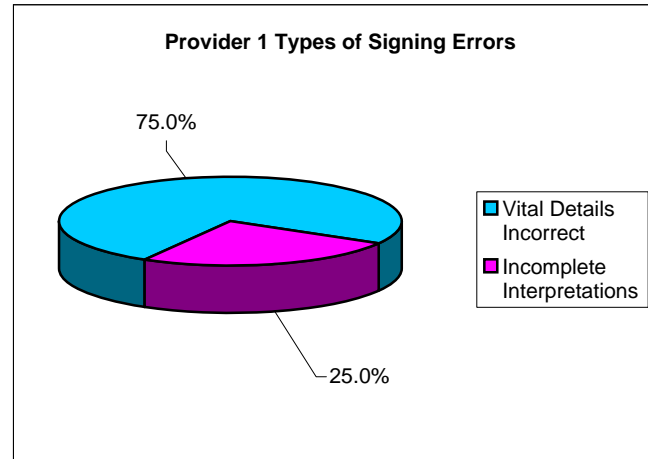
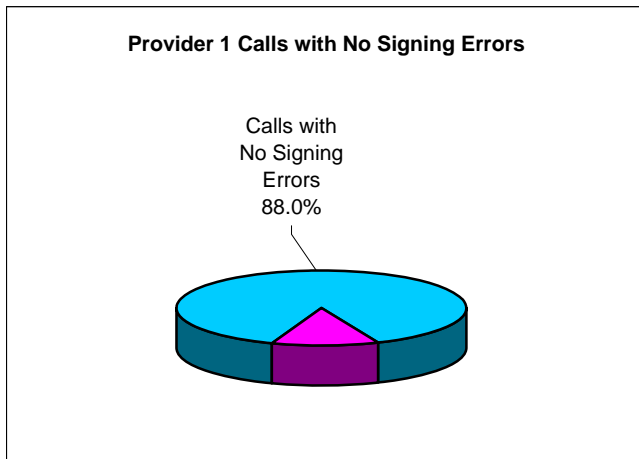
Interpreter Error Details

Prepared by: The Paisley Group Ltd.

ANSWER TIME			
	Completed Calls	Agents Tested	Average Answer Time
	#	#	Secs.
Provider 1	25	24	9.6
Video-Originating	17	17	4.8
Voice-Originating	6	6	22.8
VideoMail	2	2	11.0
Provider 2	25	23	10.2
Video-Originating	17	16	4.8
Voice-Originating	6	6	26.8
VideoMail	2	2	5.5
Provider 3	25	19	9.4
Video-Originating	19	16	5.0
Voice-Originating	6	6	23.3
VideoMail	0	0	N/A
Provider 4	25	24	11.8
Video-Originating	17	17	7.1
Voice-Originating	6	5	23.2
VideoMail	2	2	9.0



ERRORS FROM THE VIDEO AUDITOR'S PERSPECTIVE						
Errors that are observed by the video (signing) auditor						
Provider	Completed Calls	Calls with No Signing Errors		Reason for Signing Errors		
				Vital Details Incorrect	Incomplete Interpretations	Total Errors
	#	#	%	Avg Times Per Call	Avg Times Per Call	Avg Times Per Call
Provider 1	25	22	88.0%	0.06	0.02	0.08
Provider 2	25	20	80.0%	0.16	0.04	0.20
Provider 3	25	22	88.0%	0.16	0.00	0.16
Provider 4	25	20	80.0%	0.20	0.00	0.20



PROVIDER 1 VIDEO ERRORS DETAILS	
Vital Details - Examples	
VI#	Example
28	SA said "Empire State Building." VI omitted it.
12	SA said "It will be 150 dollars." VI signed "130 Dollars."
Incomplete - Examples	
VI#	Example
N/A	N/A

Note: SA refers to the Speaking Auditor; VA refers to the Video Auditor.

PROVIDER 2 VIDEO ERRORS DETAILS

Vital Details - Examples

VI#	Example
00	SA said "He went to Mexico." VI signed "He went to Spain."
14	SA said "The PARK conference is very important." VI signed "The conference is very important."
16	SA said "Honeydew." VI signed "Candydew."
42	SA said "Kathleen." VI signed "Katheleenen"

Incomplete - Examples

VI#	Example
38	SA said "I'm pretty distracted." VI omitted it.

ERRORS FROM THE SPEAKING AUDITOR'S PERSPECTIVE

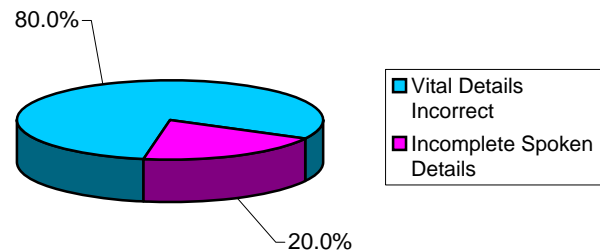
Errors that are observed by the speaker

Provider	Completed Calls	Calls with No Spoken Errors		Reason for Spoken Errors		
				Vital Details Incorrect	Incomplete Spoken Details	Total Errors
				Avg Times Per Call	Avg Times Per Call	Avg Times Per Call
#	#	%				
Provider 1	25	21	84.0%	0.16	0.04	0.20
Provider 2	25	16	64.0%	0.40	0.00	0.40
Provider 3	25	14	56.0%	0.80	0.20	0.10
Provider 4	25	11	44.0%	0.76	0.04	0.80

Calls with No Spoken Errors



Types of Spoken Errors



PROVIDER 1 SPEAKER ERRORS DETAILS**Vital Details - Examples**

VI #	Example
17	VA signed "Job title." VI said "Job."
19	VA signed "What kind of humidifer did you get?" VI said "When are you getting a humidifer?"
35	VA signed "There were a lot of cuts due to saving money." VI said "They cut units for money."
26	VA signed "NITD." VI omitted it.

Incomplete - Examples

VI #	Example
61	VA signed "I will stop by." VI omitted it.

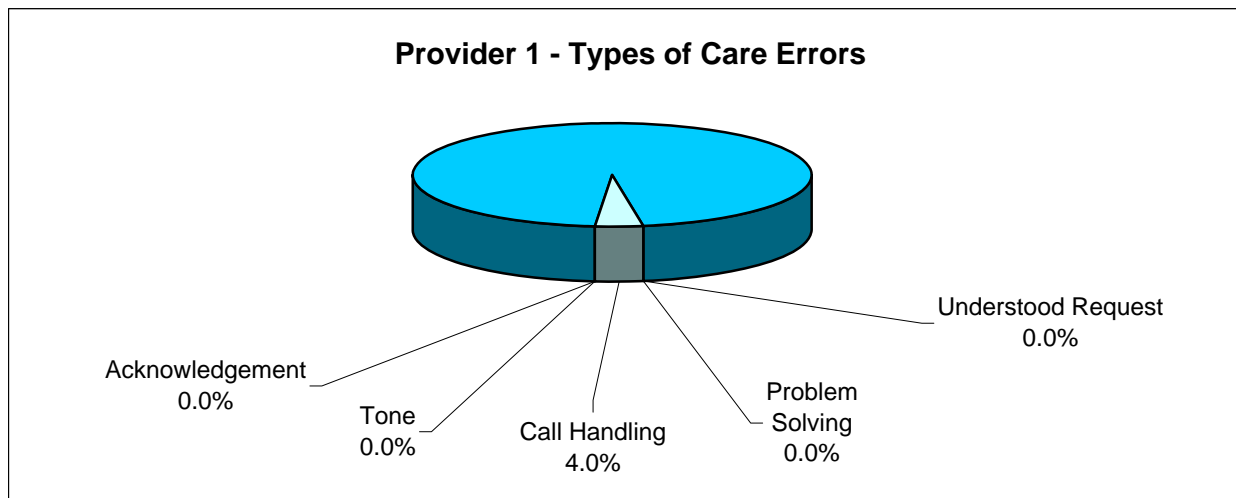
PROVIDER 2 SPEAKER ERRORS DETAILS**Vital Details - Examples**

VI #	Example
14	VA signed "The books and pages got sticky." VI said "There was page sweat."
53	VA signed "140." VI said "240."
24	VA signed "His thyroid levels are off." VI said "His levels are off."
27	VA signed "I can go to his office and check." VI said "You should go to his office and check."
41	VA signed "He went on vacation. What should we do?" VI said "I am going on vacation. What should we do?"
58	VA signed "I can leave early and get her." VI said "I have availability."
67	VA signed "Did you buy one?" VI said "How much did it cost?"
00	VA signed "I will pick her up." VI said "I'll ride with her."
52	VA signed "Vicky was accepted." VI said "I got accepted."
11	VA signed "We had to reduce it to 50 audits." VI said "We had to reduce it to 50 clients."

Incomplete - Examples

VI #	Example
N/A	N/A

CUSTOMER CARE SM BY TYPE								
	Provider 1		Provider 2		Provider 3		Provider 4	
	#	%	#	%	#	%		
Total Calls	25	100.0%	25	100.0%	25	100.0%	25	100.0%
Calls Cared For	24	96.0%	21	84.0%	23	92.0%	17	68.0%
Calls Not Cared For	1	4.0%	4	16.0%	2	8.0%	8	32.0%
Calls Not Cared For by Element								
Understood Request	0	0.0%	0	0.0%	0	0.0%	2	8.0%
Problem Solving	0	0.0%	0	0.0%	0	0.0%	1	4.0%
Call Handling	1	4.0%	4	16.0%	1	4.0%	2	8.0%
Tone	0	0.0%	0	0.0%	1	4.0%	3	12.0%
Acknowledgement	0	0.0%	0	0.0%	0	0.0%	0	0.0%



Provider 1 Call Details

VI#	Date	Origin	Answer Time	Signing Errors			Spoken Errors			Total Errors	Care Code Type	Care Notes
				Vital Details	Inc.	Total Signed Errors	Vital Details	Inc.	Total Spoken Errors			
12	3-Jun-09	Video	4	1	0	1	0	0	0	1	0	
14	3-Jun-09	Video	4	0	0	0	0	0	0	0	0	
53	3-Jun-09	Video	7	0	0	0	0	0	0	0	0	
11	3-Jun-09	Video	6	0	0	0	1	0	1	1	0	
23	3-Jun-09	Video	5	0	0	0	0	0	0	0	0	
79	4-Jun-09	Video	4	0	0	0	0	0	0	0	0	
20	4-Jun-09	Video	9	0	0	0	0	0	0	0	0	
81	4-Jun-09	Video	3	0	0	0	0	0	0	0	0	
15	4-Jun-09	Video	4	0	0	0	0	0	0	0	0	
44	4-Jun-09	Video	4	0	0	0	0	0	0	0	0	
25	4-Jun-09	Video	3	0	0	0	0	0	0	0	0	
59	9-Jun-09	Video	3	0	0	0	1	0	1	1	0	
12	9-Jun-09	Voice	31	0	0	0	0	0	0	0	5	No branding or opening to VA at all.
25	12-Jun-09	Video	2	0	0	0	0	0	0	0	0	
43	16-Jun-09	Voice	11	0	0	0	0	0	0	0	0	VI did great.
38	16-Jun-09	Voice	10	0	0	0	1	0	1	1	0	
91	18-Jun-09	Voice	21	0	0	0	1	1	2	2	0	
27	20-Jun-09	Videomail	6	0	0	0	0	0	0	0	0	
38	22-Jun-09	Video	3	0	0	0	0	0	0	0	0	VI was really good.
82	22-Jun-09	Video	9	0	0	0	0	0	0	0	0	VI was great.
91	22-Jun-09	Video	5	0	0	0	0	0	0	0	0	
65	23-Jun-09	Video	7	0	0	0	0	0	0	0	0	
45	24-Jun-09	Voice	50	0	0	0	0	0	0	0	0	VI did a good job verifying names.
32	30-Jun-09	Voice	14	0	0	0	0	0	0	0	0	VI was very good.
16	30-Jun-09	Videomail	16	1	0	1	0	0	0	1	0	

Provider 2 Call Details

VI#	Date	Origin	Answer Time	Signing Errors			Spoken Errors			Total Errors	Care Code Type	Care Notes
				Vital Details	Inc.	Total Signed Errors	Vital Details	Inc.	Total Spoken Errors			
12	8-Jun-09	Video	4	0	0	0	0	0	0	0		
14	8-Jun-09	Video	6	0	0	0	1	0	1	1		
53	8-Jun-09	Video	5	0	0	0	0	0	0	0		
11	8-Jun-09	Video	3	0	0	0	0	0	0	0		
23	9-Jun-09	Video	3	0	0	0	0	0	0	0		
79	12-Jun-09	Video	11	1	0	1	1	0	1	2	5	No branding or VI number to either auditor.
20	16-Jun-09	Voice	10	0	0	0	0	0	0	0	0	
81	16-Jun-09	Voice	17	0	0	0	0	0	0	0	0	
15	18-Jun-09	Voice	14	0	0	0	1	0	1	1	0	
44	19-Jun-09	Video	3	0	0	0	0	0	0	0	0	
25	19-Jun-09	Video	3	0	1	1	2	0	2	3	0	
59	19-Jun-09	Video	6	0	0	0	0	0	0	0	5	No VI number to SA.
12	19-Jun-09	Video	8	0	0	0	1	0	1	1	0	
25	19-Jun-09	Video	3	0	0	0	1	0	1	1	5	VI gave no greeting at all to speaker.
43	20-Jun-09	Videomail	6	2	0	2	0	0	0	2	0	
38	22-Jun-09	Video	2	0	0	0	0	0	0	0	0	VI had great flow.
91	22-Jun-09	Video	6	0	0	0	0	0	0	0	0	VI was very good.
27	22-Jun-09	Video	3	0	0	0	0	0	0	0	0	
38	22-Jun-09	Video	6	0	0	0	1	0	1	1	0	
82	23-Jun-09	Video	6	0	0	0	1	0	1	1	0	
91	23-Jun-09	Video	4	0	0	0	0	0	0	0	0	
65	23-Jun-09	Voice	49	0	0	0	1	0	1	1	0	
45	23-Jun-09	Voice	55	1	0	1	0	0	0	1	5	No VI number to video auditor.
32	29-Jun-09	Videomail	5	0	0	0	0	0	0	0	0	
16	30-Jun-09	Voice	16	0	0	0	0	0	0	0	0	