

Eddy Scorecard

On a scale from 1-3, score each Eddy's impact on the following categories:

1. Low impact 2. Medium impact 3. High impact

	Eddy 01	Eddy 02	Eddy 03
Customer Satisfaction			
Percentage of Customer Calls			
Call Length			
Resources Needed to Resolve the Problem			
Customer Attrition			
Quality Scores			
Compliance Scores			
Total Score			