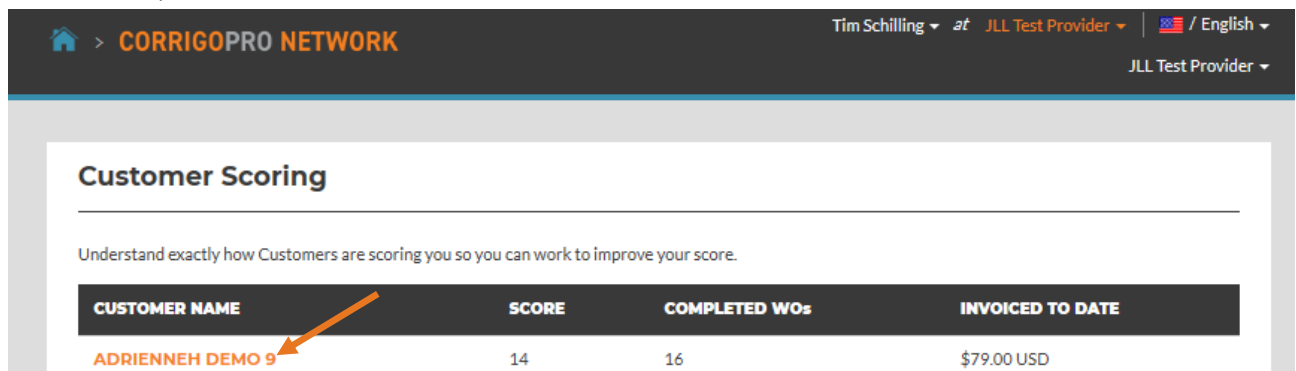


Quick Reference Guide

CorrigoPro – Scorecard

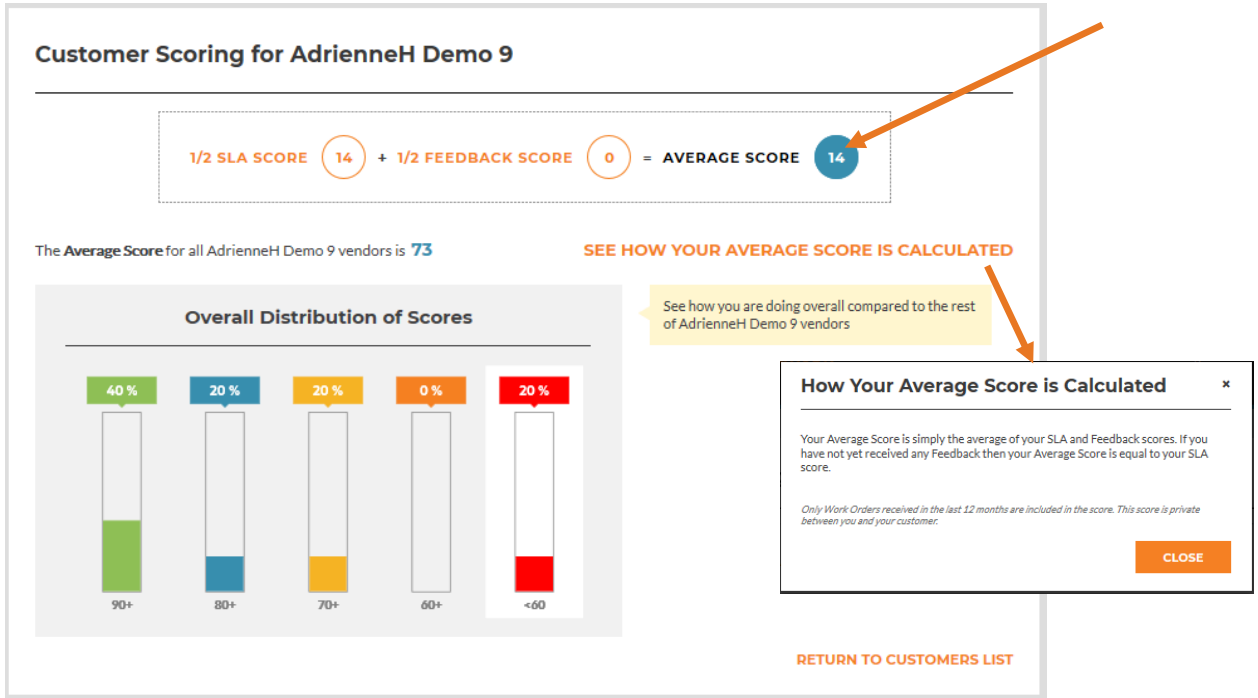
- See and understand your CorrigoPro Network scores and feedback, so you can work to improve your scores and customer satisfaction
 - Click on the Scorecard app to view your company scorecard
 - Your scorecard is the overall score out of 100, the average scorecard rating combines all your Customers scores and averages the number
 You can see how you are scored by each individual customer by clicking on the **CUSTOMER NAME** that you would like to review



CUSTOMER NAME	SCORE	COMPLETED WO's	INVOICED TO DATE
ADRIENNEH DEMO 9	14	16	\$79.00 USD

- When you click on the Customer Name, you get a detailed view of how that customer scores their Service Providers so that you can work with those items to better your score with that Customer and your overall score

- You can click on [SEE HOW YOUR AVERAGE SCORE IS CALCULATED](#) to see a pop up showing how Scorecards are calculated



Customer Scoring for AdrienneH Demo 9

$\frac{1}{2}$ SLA SCORE 14 + $\frac{1}{2}$ FEEDBACK SCORE 0 = AVERAGE SCORE 14

The **Average Score** for all AdrienneH Demo 9 vendors is **73**

[SEE HOW YOUR AVERAGE SCORE IS CALCULATED](#)

See how you are doing overall compared to the rest of AdrienneH Demo 9 vendors

How Your Average Score is Calculated ✕

Your Average Score is simply the average of your SLA and Feedback scores. If you have not yet received any Feedback then your Average Score is equal to your SLA score.

Only Work Orders received in the last 12 months are included in the score. This score is private between you and your customer.

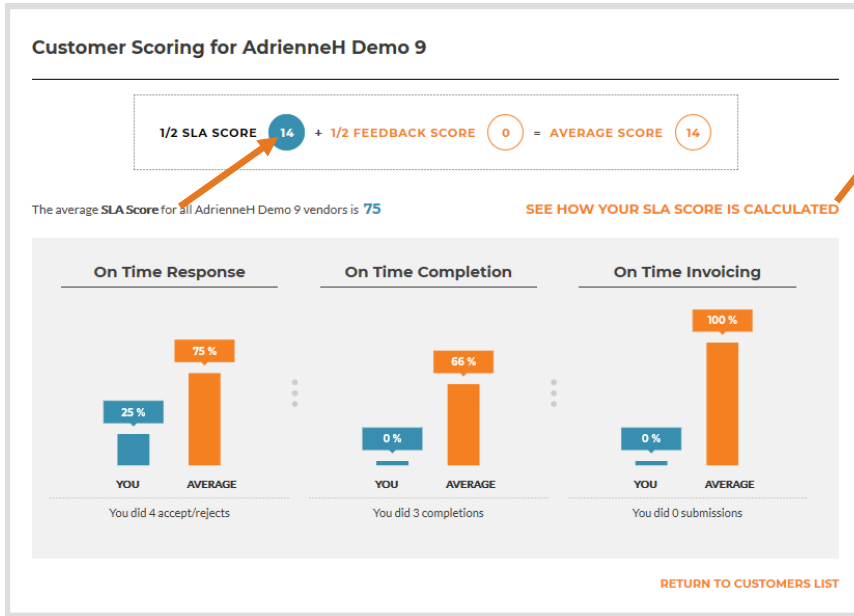
[CLOSE](#)

Overall Distribution of Scores

Score Range	Percentage
90+	40%
80+	20%
70+	20%
60+	0%
<60	20%

[RETURN TO CUSTOMERS LIST](#)

- You can click on [SEE HOW YOUR SLA SCORE IS CALCULATED](#) to see a pop up showing how SLA's are calculated



How Your SLA Score is Calculated

The CorrigoPro Network automatically times you on three different activities for each Work Order:

On Time Response
If a Work Order is accepted or rejected within the SLA time limit (4 hours for emergency, less than an hour for urgent and 120 hours for non-urgent) it is counted as an on time response.

On Time Completion
If a Work Order is completed prior to its "Due By" then it is counted as on time.

On Time Invoicing
If the time between a Work Order being completed and the invoice submitted is within 10 days then it is counted as on time.

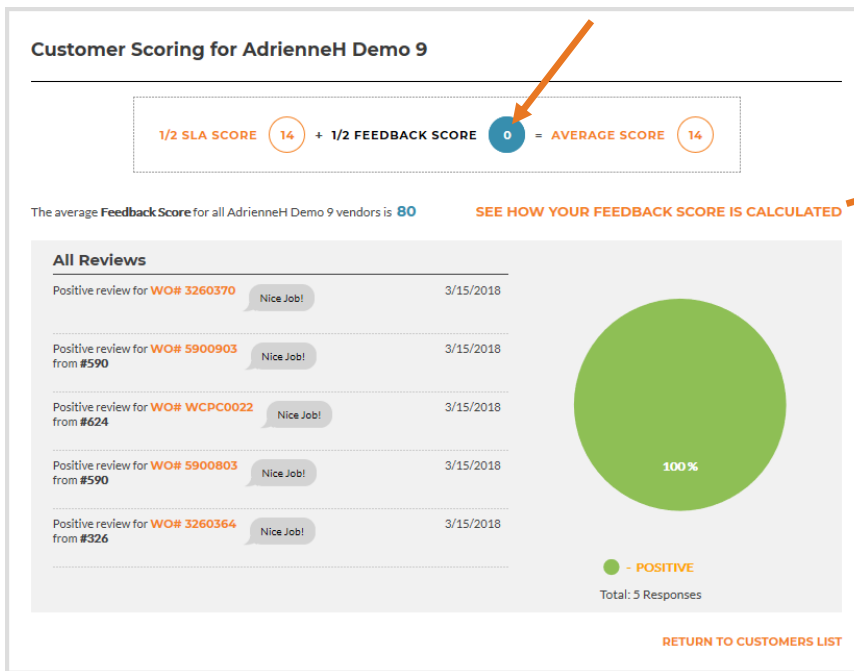
Your SLA Score is computed as follows:

TOTAL ON TIME ACTIONS
TOTAL ACTIONS

Only Work Orders received in the last 12 months are included in the score. This score is private between you and your customer.

[CLOSE](#)

- You can click on [SEE HOW YOUR FEEDBACK SCORE IS CALCULATED](#) to see a pop up showing how feedback are calculated



How Your Feedback Score is Calculated

A Customer can rate your service as positive, neutral, negative or not completed. Your Feedback Score is then computed as follows:

POSITIVE REVIEWS + NEUTRAL REVIEWS
ALL REVIEWS

Only Work Orders received in the last 12 months are included in the score. This score is private between you and your customer.

[CLOSE](#)

VERSION CONTROL: *Revision: 1.0 | Tim Schilling | 11/14/19 | First Release*