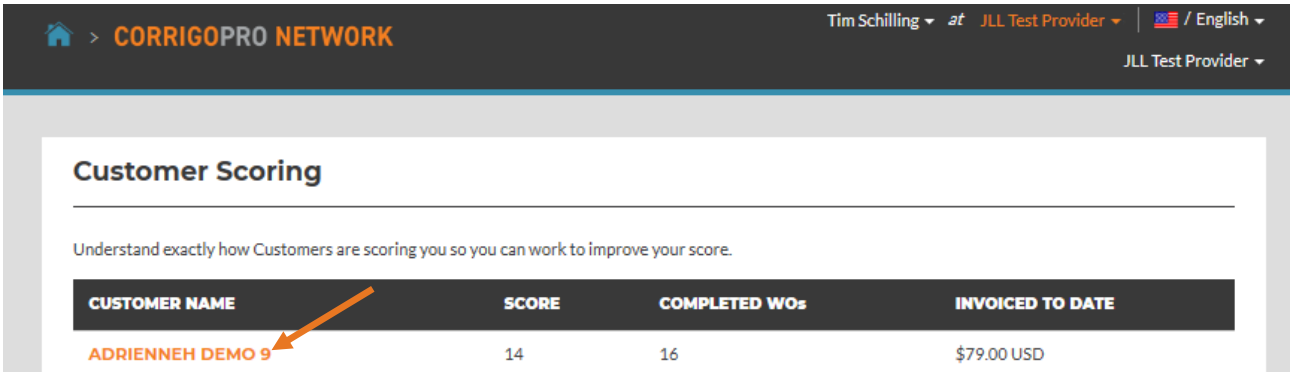
Quick Reference Guide

CorrigoPro – Scorecard

- See and understand your CorrigoPro Network scores and feedback, so you can work to improve your scores and scustomer satisfaction

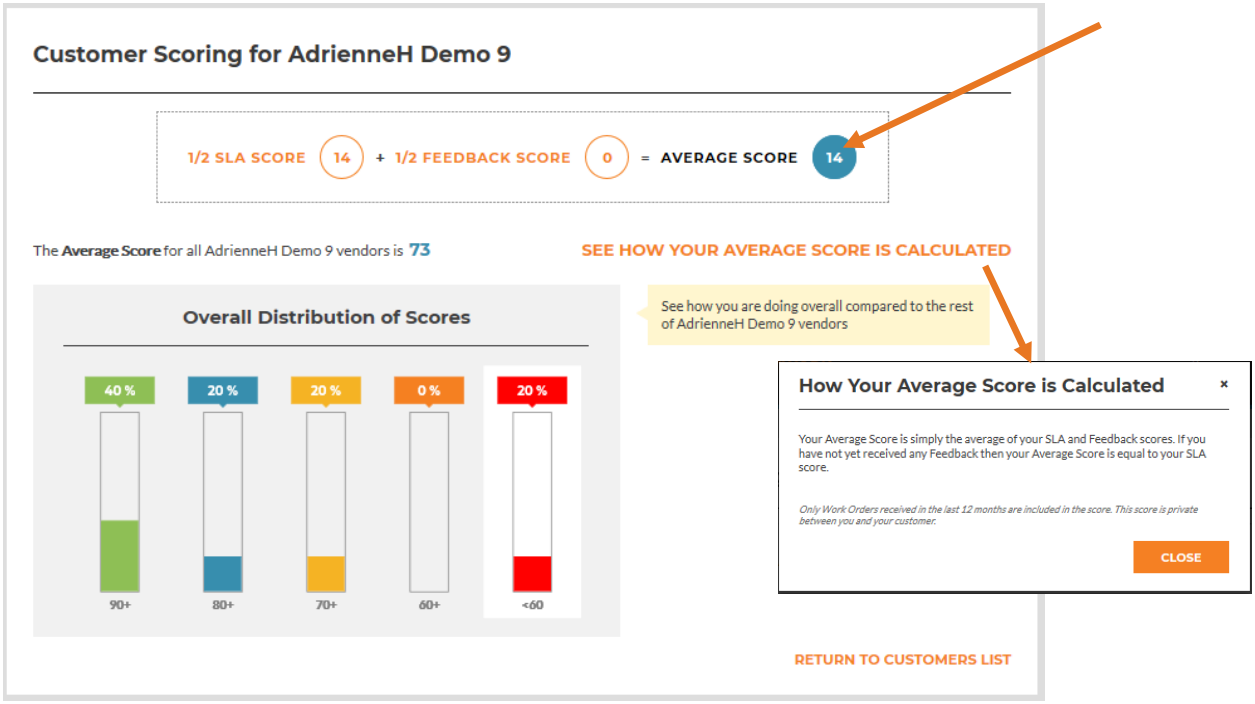
  - Click on the Scorecard app to view your company scorecard
  - Your scorecard is the overall score out of 100, the average scorecard rating combines all your Customers scores and averages the number
    You can see how you are scored by each individual customer by clicking on the CUSTOMER NAME that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



  - 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

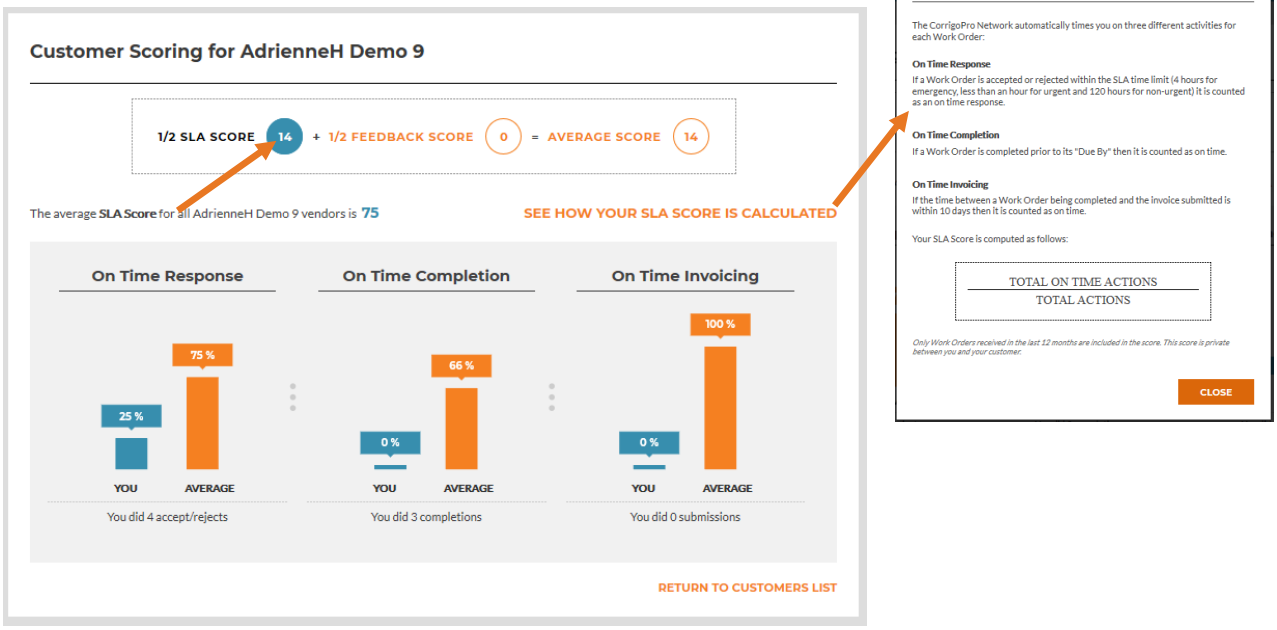
Copyright © CORRIGO. 2019. All Rights Reserved

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

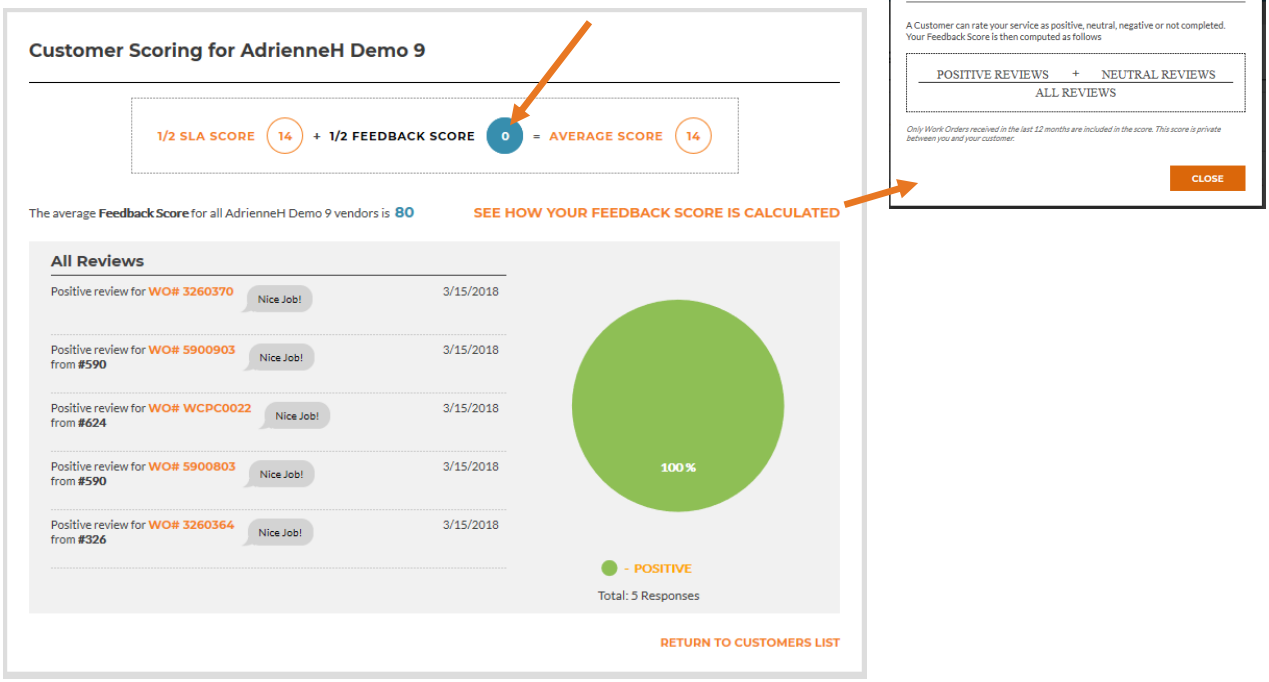


Copyright © CORRIGO. 2019. All Rights Reserved

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



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



Copyright © CORRIGO. 2019. All Rights Reserved

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

Copyright © CORRIGO. 2019. All Rights Reserved