

Call Center Services

Vendor	Map Communications	McGhee and Associates	CX Solutions	Royal Call Centers	Tele Direct	Pro Comm	Oak Hill Technology	Ideal Care Solutions	Group O	Exela
Rater 1	60	59	40	59	55	56	52	60	80	81
Rater 2	73	71	67	72	81	69	72	71	88	81
Rater 3	73	73	45	76	70	80	62	57	95	90
Rater 4	74	80	45	96	59	99	70	70	97	94
Rater 5	85	80	50	75	75	75	80	65	85	95
Total (Average)	73	72.6	49.4	75.6	68	75.8	67.2	64.6	89	88.2