

Recruiter Criteria Report

RECRUITER NAME

Report Period: 2025-06-01 to 2025-06-30

Comparison Period: 2025-07-02 to 2025-07-08

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Recruiter Information

Name: Recruiter Name
Job Title: Senior Technical Recruiter
Division: IT Division
Hire Date: March 2023
Report Period: Jun 01 - Jun 30
Total Calls Analyzed: 14

60.1

Overall Score

+60.1 vs Avg (0)

Performance Statistics

Calls per Day 0.5 +0.5 vs Avg (0)	Avg Call Length 02:52 +02:52 vs Avg (00:00)	Recruiter Talk Time % 100% +100 vs Avg (0)	Avg Score/Call 60.1 +60.1 vs Avg (0)
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Category Performance

Acquired Email 10.7 +10.7	AskforCallerName 56.1 +56.1	Communication and Engagement 66.7 +66.7
Company Name 87.9 +87.9	Forward Motion 65.1 +65.1	Question Handling 70.9 +70.9
Recruiter Name +		

56.8

+56.8

Commercial Driving Journey

+

65.9

+65.9

Performance Trend (Last 12 Weeks)

Week	Score
W1	60.9
W2	51.8
W3	73.7
W4	70
W5	71.1
W6	68.2
W7	73
W8	72.5
W9	67
W10	76
W11	75.9
W12	67.9

Priority Improvement Areas

- 10.7 - Acquired Email (10.7): The representative failed to collect the caller's email address, which is crucial for maintaining communication and facilitating follow-ups.
- 56.1 - Ask for Caller Name (56.1): The representative did not consistently gather the caller's full name, which is essential for accurate record-keeping and personalizing interactions.
- 56.8 - Recruiter Name (56.8): The representative's introduction lacked clarity and structure, which could enhance professionalism and engagement in the conversation.

Recent Call Performance

Date	Candidate	Score	Duration
Jun 20	N/A	54	03:56
Jun 17	N/A	67	02:23
Jun 17	N/A	55	03:58
Jun 16	N/A	63	02:00

Date	Candidate	Score	Duration
Jun 13	N/A	66	02:06
Jun 12	N/A	57	03:05
Jun 11	N/A	58	02:59
Jun 11	N/A	51	02:19

Key Strengths

- 66.7 - Communication and Engagement (66.7): The representative effectively communicated details about job positions, orientation processes, and engaged with the candidate's inquiries, fostering a positive interaction.
- 87.9 - Company Name (87.9): The representative successfully mentioned the company name multiple times, reinforcing brand identity and establishing a professional context for the conversation.
- 65.1 - Forward Motion (65.1): The representative effectively guided the conversation by providing detailed responses and facilitating a smooth transition towards discussing job opportunities.
- 70.9 - Question Handling (70.9): The representative adeptly handled the caller's questions, providing clear and relevant information about job requirements and the hiring process.
- 65.9 - Commercial Driving Journey (65.9): The representative effectively identified the candidate's recent achievements and qualifications, tailoring the conversation to match their experience.

Weekly Performance (Last 4 Weeks)

Week	Calls	Average Score
Week 1	14	60.9
Week 2	6	51.8
Week 3	20	73.7
Week 4	30	70

Call Quality Distribution

Quality Level	Count	Percentage
Excellent (80+)	0	0%
Good (60-79)	6	42.9%
Fair (40-59)	8	57.1%
Poor (<40)	0	0%