

| | | |
|-----------------------------------|---------------------|------------|
| Date | 2024-10-15 | |
| Skill | CC | |
| | Customer culture | |
| Language | English | |
| Project code | CSTMR_24-001 | |
| Participants | 105 | |
| Average participants per activity | 83 | 79% |
| Certificates issued | 53 | 50% |

Calendar

| Activity | Date | Remind |
|----------------------------|-------------------|------------|
| Start | 2024-10-15 | 2024-10-16 |
| Activity 1 | 2024-10-18 | 2024-10-19 |
| Activity 2 | 2024-10-22 | 2024-10-23 |
| Activity 3 | 2024-10-25 | 2024-10-26 |
| Activity 4 | 2024-10-29 | 2024-10-30 |
| Activity 5 | 2024-11-01 | 2024-11-02 |
| Activity 6 | 2024-11-05 | 2024-11-06 |
| Activity 7 | | |
| Activity 8 | | |
| Final | 2024-11-08 | 2024-11-09 |
| Satisfaction questionnaire | 2024-11-12 | 2024-11-14 |
| Certificate of attendance | 2024-11-19 | 2024-11-20 |
| Learning verification | 2024-12-24 | 2024-12-25 |

Customer culture

69% (73/105)

Skill analysis

| Aspects of competence | High | Average | Low | % High | % Average | % Low |
|---------------------------------|-------|---------|--------|--------|-----------|-------|
| End customer definition | Aware | Enough | Little | 86% | 12% | 1% |
| Direct Customer Definition | Aware | Enough | Little | 82% | 14% | 4% |
| Result/satisfaction balance | Aware | Enough | Little | 81% | 5% | 13% |
| Internal/external communication | Aware | Enough | Little | 92% | 4% | 4% |
| Internal/external needs | Aware | Enough | Little | 76% | 19% | 4% |
| Journeys by customer target | Aware | Enough | Little | 71% | 17% | 13% |

Customer culture

69% (73/105)

Skill analysis

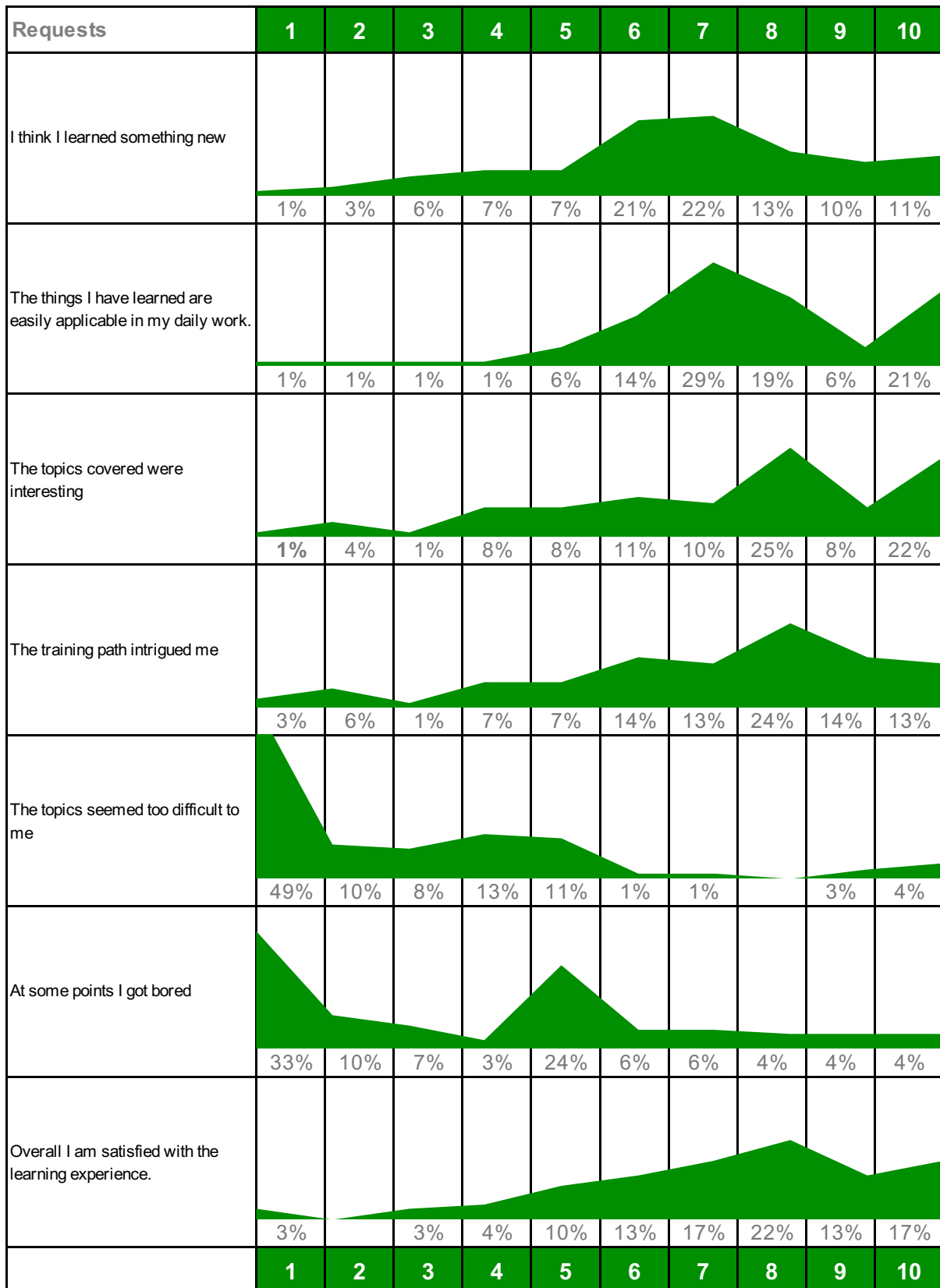
| Aspects of competence | High | Average | Low | % High | % Average | % Low |
|-------------------------------|-------|---------|--------|--------|-----------|-------|
| Accessibility | Aware | Enough | Little | 55% | 27% | 18% |
| Accessibility Grade | Aware | Enough | Little | 89% | 4% | 7% |
| Customer Experience | Aware | Enough | Little | 89% | 10% | 1% |
| Forward-looking daily actions | Aware | Enough | Little | 91% | 4% | 5% |
| Pre-action and reaction | Aware | Enough | Little | 55% | 45% | 0% |
| Sharing responsibility | Aware | Enough | Little | 86% | 3% | 11% |

Customer culture

69% (73/105)

Skill analysis

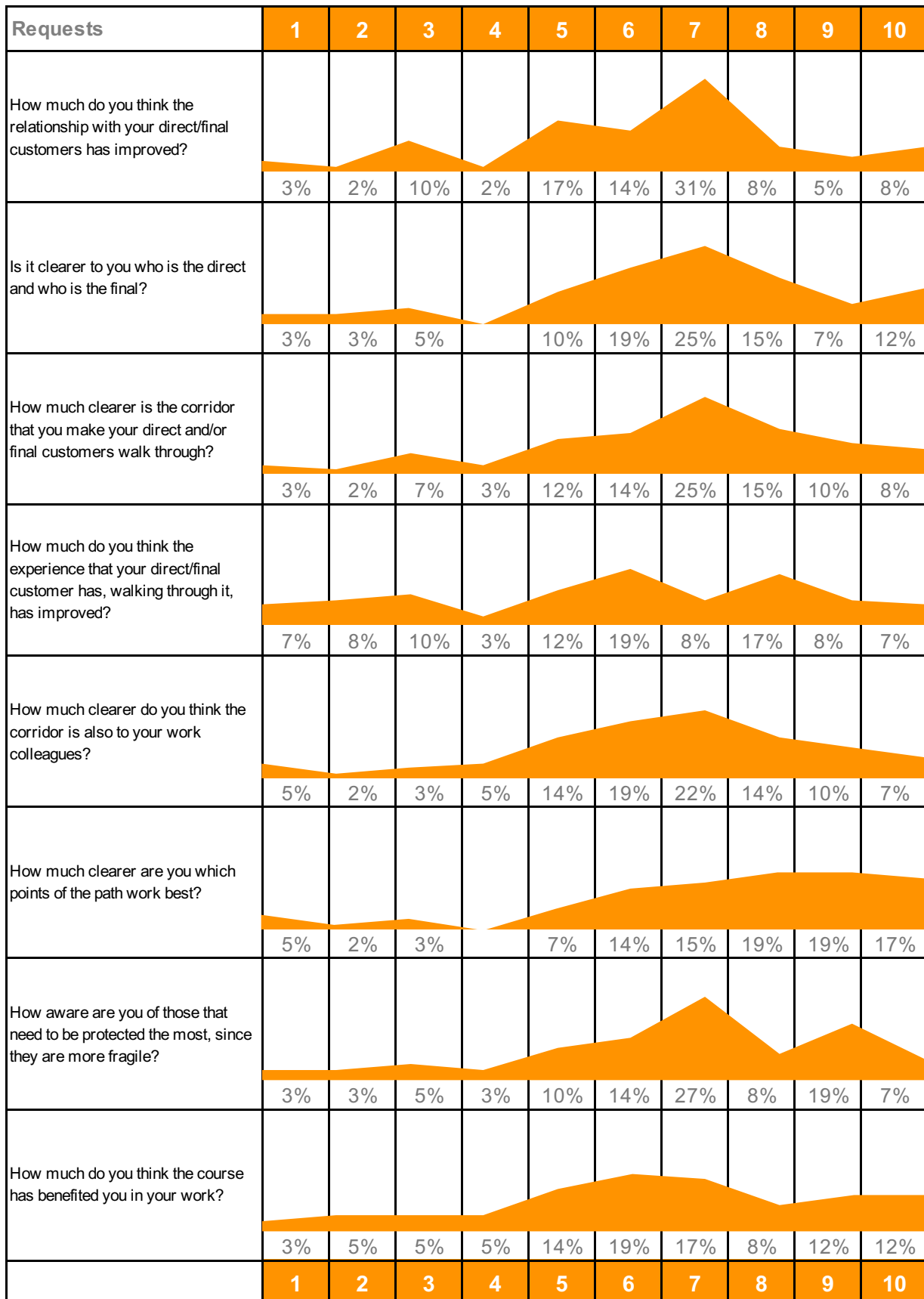
| Aspects of competence | High | Average | Low | % High | % Average | % Low |
|-----------------------------|-------|---------|--------|--------|-----------|-------|
| Customer (Perspective) | Aware | Enough | Little | 54% | 31% | 15% |
| Client (Context) | Aware | Enough | Little | 92% | 7% | 1% |
| Customer (Behaviors) | Aware | Enough | Little | 81% | 14% | 5% |
| Emergencies | Aware | Enough | Little | 36% | 53% | 11% |
| Resolving complaints | Aware | Enough | Little | 60% | 20% | 20% |
| Internal/external complaint | Aware | Enough | Little | 41% | 38% | 21% |



Customer culture

65% (69/105)

Learning verification



Customer culture

69% (73/105)

Your opinion

| | Requests | High | Average | Low | % High | % Average | % Low |
|---|--|---|--|---|--------|-----------|-------|
| 1 | The end customer ... | Who uses and who buys our products or services | Everyone who deals with our products or services | Only those who buy our products or services | 86% | 12% | 1% |
| | The direct customer ... | It is those who use the fruit of our labor | It can be internal or external to the company (intermediary) | It could coincide with the end customer | 82% | 14% | 4% |
| | The two important aspects for the customer are ... | Experience and contact | Experience and quality | Contact & Product/Service | 92% | 4% | 4% |
| 2 | Between the result of your work and the satisfaction of the direct or final customer ... | It is essential that there is a link between the two things | It's important, but not always necessary | It's useful, but not necessary | 55% | 27% | 18% |
| | In our daily life it is better ... | Pre-act, but also react out of necessity and improvement | Pre-acting and reacting are cross-functional | Pre-acting is better than reacting | 54% | 31% | 15% |
| | Thinking about daily actions... | To increase satisfaction immediately, but also in the long term | To increase long-term satisfaction | To increase satisfaction immediately | 81% | 14% | 5% |

Customer culture

69% (73/105)

Your opinion

| | Requests | High | Average | Low | % High | % Average | % Low |
|---|---|--|--|--|--------|-----------|-------|
| 3 | The best language to use is ... | Specific in department, customer with others | A mixture of specific and customer | It is not so important to consider it | 36% | 53% | 11% |
| | The complaints ... | They must be solved, but imagining a permanent solution/experience | They must be resolved immediately | They must be considered, if they occur several times | 60% | 20% | 20% |
| | The complaint can be ... | Both of the end customer and of the direct customer | Only of the end customer, but also affects the direct customer | Of both, but the end customer's must be considered first | 81% | 5% | 13% |
| 4 | The customer perspective, helps us to understand... | What are the aspects to take care of | Which aspect to consider more than others | The customer's point of view | 71% | 17% | 13% |
| | Contextualizing means ... | Understand the real use of our products and services | Understand how to explain the best use to the customer | The customer's point of view | 76% | 19% | 4% |
| | Customer behavior... | It must be compatible with our work | It can put our work in difficulty | Highlight the customer's point of view | 92% | 7% | 1% |

Customer culture

69% (73/105)

Your opinion

| | Requests | High | Average | Low | % High | % Average | % Low |
|---|--|--|---|--|--------|-----------|-------|
| 5 | The result of our work ... | It is given by the balance of internal needs and those of the customer, direct and final | It must be aligned with the expectations of our interlocutor | It is based on our skills and experience | 91% | 4% | 5% |
| | Responsibility can be shared... | To have maximum customer satisfaction | To make our interlocutors assume the right degree of responsibility | It is not always possible to do this | 55% | 45% | 0% |
| | The division into targets and the segmentation ... | Determine the right internal procedures | Determine customer needs | It is not always feasible in reality | 86% | 3% | 11% |
| 6 | The customer's access methods ... | They make it easy and simple to get in touch with us | They can also determine the different targets | It is one of the components that affects customer satisfaction | 41% | 38% | 21% |
| | To be accessible ... | It affects end and direct customers equally | Affects process fluidity | Door to the correct corridor | 89% | 4% | 7% |
| | The emergency corridors ... | They are the most important for the customer | It is important to have them in the best possible way | Unfortunately, it is not always possible to prepare them | 89% | 10% | 1% |

Customer culture

79% (83/105)

Summary

| Participants | L | Category 1 | Category 2 | Category 3 | Type | 1 - 84 | 2 - 86 | 3 - 86 | 4 - 82 | 5 - 85 | 6 - 81 | Surve - 82 | Verif - 69 | Activity | Time | Certificate |
|---------------------|----|---------------|-------------|------------|------|--------|--------|--------|--------|--------|--------|------------|------------|----------|------|-------------|
| Adams Victoria | it | Arizona | Employee | Senior | ANY | | | | | | | X | X | X | X | X |
| Allen Madison | en | Florida | Franchise | Senior | ANY | | | | | | | X | X | X | X | X |
| Álvarez Isaac | es | Illinois | Partner Emp | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Anderson Daisy | fr | Kentucky | Employee | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | X | X |
| Bailey Leo | de | Maryland | Employee | Junior | INT | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Baker Zoey | pt | Michigan | Employee | Rookie | ANY | | | | | | | ✓ | X | ✓ | X | X |
| Bennet Gabriel | ar | Missouri | Employee | Senior | ANY | | | | | | | ✓ | X | ✓ | ✓ | ✓ |
| Bennet Henry | hi | New York | Employee | Senior | MAN | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Brooks Jacob | zh | Ohio | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | X | X |
| Brown Sophia | ru | Pennsylvania | Partner Emp | Junior | ANY | | | | | | | X | X | X | X | X |
| Campbell Lucy | ja | Tennessee | Employee | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Carter Lillian | it | Utah | Employee | Junior | ANY | | | | | | | X | X | X | X | X |
| Castillo Elias | en | Washington | Employee | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Chavez Logan | es | Wisconsin | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Clark Hudson | fr | Virginia | Employee | Senior | ANY | | | | | | | X | X | X | X | X |
| Clark Nora | de | Texas | Employee | Rookie | ANY | | | | | | | X | X | X | X | X |
| Collins Benjamin | pt | South Caroli | Employee | Junior | INT | | | | | | | ✓ | X | ✓ | ✓ | ✓ |
| Cook Jack | ar | Oregon | Franchise | Rookie | ANY | | | | | | | X | X | X | X | X |
| Cooper Samuel | hi | North Caroli | Franchise | Junior | ANY | | | | | | | X | ✓ | X | X | X |
| Cox Luca | zh | New Jersey | Employee | Rookie | ANY | | | | | | | X | X | X | X | X |
| Cruz Henry | ru | Minnesota | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Davis Evelyn | ja | Massachusetts | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | X | X |
| Díaz Elijah | it | Louisiana | Partner Emp | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Edwards Lucas | en | Indiana | Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | X | X |
| Evans Oliver | es | Georgia | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Flores Eliana | fr | California | Franchise | Junior | ANY | | | | | | | ✓ | X | ✓ | ✓ | ✓ |
| Foster Ezekiel | de | Alabama | Franchise | Rookie | MAN | | | | | | | ✓ | X | ✓ | ✓ | ✓ |
| García Ava | pt | Arizona | Employee | Senior | MAN | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Gómez Daniel | ar | Florida | Employee | Senior | ANY | | | | | | | X | X | X | X | X |
| Gómez Liam | hi | Illinois | Employee | Rookie | ANY | | | | | | | X | X | ✓ | ✓ | ✓ |
| Gonzales Scarlett | zh | Kentucky | Franchise | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Gray Grayson | ru | Maryland | Franchise | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Green Ivy | ja | Michigan | Employee | Senior | ANY | | | | | | | X | X | X | X | X |
| Gutierrez Alexander | it | Missouri | Partner Emp | Rookie | ANY | | | | | | | ✓ | X | ✓ | ✓ | ✓ |
| Hall Naomi | en | New York | Partner Emp | Senior | ANY | | | | | | | X | X | X | X | X |
| Harris Avery | es | Ohio | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Hernández Camila | fr | Pennsylvania | Employee | Rookie | ANY | | | | | | | X | X | X | X | X |
| Hill Stella | de | Tennessee | Employee | Junior | ANY | | | | | | | X | X | X | X | X |
| Howard Ezra | pt | Utah | Employee | Rookie | ANY | | | | | | | X | X | X | X | X |
| Hughes Maverick | ar | Washington | Employee | Junior | ANY | | | | | | | X | X | X | X | X |

| Participants | L | Category 1 | Category 2 | Category 3 | Type | 1 - 84 | 2 - 86 | 3 - 86 | 4 - 82 | 5 - 85 | 6 - 81 | Surve - 82 | Verif - 69 | Activity | Time | Certificate |
|-------------------|----|----------------|------------------|------------|------|--------|--------|--------|--------|--------|--------|------------|------------|----------|------|-------------|
| Jackson Violet | hi | Wisconsin | Franchise | Rookie | ANY | | | | | | | ✓ | ✗ | ✓ | ✗ | ✗ |
| James Julian | zh | Virginia | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Jimenez Charles | ru | Texas | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Jimenez Maya | ja | South Carolina | Employee | Senior | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Johnson Charlotte | it | Oregon | Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Jones Isabella | en | North Carolina | Employee | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✗ | ✗ |
| Kelly Mason | es | New Jersey | Partner Employee | Junior | MAN | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Kim Hudson | fr | Minnesota | Employee | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| King Grace | de | Massachusetts | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Lee Gianna | pt | Louisiana | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Lewis Lily | ar | Indiana | Franchise | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✗ | ✗ |
| Long Carter | hi | Georgia | Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| López Sofia | zh | California | Franchise | Rookie | INT | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Martin Penelope | ru | Alabama | Employee | Junior | INT | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Martínez Harper | ja | Arizona | Employee | Rookie | INT | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mendoza Wyatt | it | Florida | Employee | Senior | ANY | | | | | | | ✓ | ✗ | ✓ | ✗ | ✗ |
| Miller Mia | en | Illinois | Franchise | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mitchell Elena | es | Kentucky | Employee | Rookie | ANY | | | | | | | ✗ | ✗ | ✓ | ✗ | ✗ |
| Moore Mila | fr | Maryland | Partner Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Morales Sebastian | de | Michigan | Employee | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Morgan Asher | pt | Missouri | Employee | Junior | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Morris Emily | ar | New York | Employee | Rookie | ANY | | | | | | | ✗ | ✗ | ✓ | ✗ | ✗ |
| Morris Levi | hi | Ohio | Franchise | Senior | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Murphy Daniel | zh | Pennsylvania | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✗ | ✗ |
| Myers Jayden | ru | Tennessee | Employee | Rookie | ANY | | | | | | | ✗ | ✓ | ✗ | ✗ | ✗ |
| Nelson Emilia | ja | Utah | Franchise | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Nguyen Riley | it | Washington | Employee | Rookie | MAN | | | | | | | ✓ | ✓ | ✗ | ✗ | ✗ |
| Ortiz Owen | en | Wisconsin | Employee | Junior | ANY | | | | | | | ✓ | ✗ | ✓ | ✗ | ✗ |
| Parker William | es | Virginia | Employee | Rookie | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Patel Thomas | fr | Texas | Franchise | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Pérez Aria | de | South Carolina | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✗ | ✗ |
| Peterson Ethan | pt | Oregon | Employee | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✗ | ✗ |
| Phillips Noah | ar | North Carolina | Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Price Dylan | hi | New Jersey | Partner Employee | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Ramírez Layla | zh | Minnesota | Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Ramos John | ru | Massachusetts | Employee | Rookie | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Reed Jackson | ja | Louisiana | Franchise | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Reyes Theodore | it | Indiana | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✗ | ✗ |
| Richardson Joseph | en | Georgia | Franchise | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Rivera Hannah | es | California | Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✗ | ✗ | ✗ |
| Roberts Maya | fr | Alabama | Employee | Senior | ANY | | | | | | | ✓ | ✗ | ✓ | ✓ | ✓ |
| Robinson Aurora | de | Arizona | Franchise | Senior | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Rodríguez Luna | pt | Florida | Employee | Rookie | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |

Customer culture

79% (83/105)

Summary

| Participants | L | Category 1 | Category 2 | Category 3 | Type | 1 - 84 | 2 - 86 | 3 - 86 | 4 - 82 | 5 - 85 | 6 - 81 | Surve - 82 | Verif - 69 | Activity | Time | Certificate |
|------------------|----|---------------|-------------|------------|------|--------|--------|--------|--------|--------|--------|------------|------------|----------|------|-------------|
| Rogers Michael | ar | Illinois | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Ross Santiago | hi | Kentucky | Employee | Senior | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Ruiz Matthew | zh | Maryland | Partner Emp | Rookie | INT | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Sánchez Hazel | ru | Michigan | Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Sanders Anthony | ja | Missouri | Employee | Rookie | ANY | | | | | | | ✓ | ✗ | ✓ | ✓ | ✓ |
| Scott Willow | it | New York | Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Smith Emma | en | Ohio | Employee | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Stewart Mateo | es | Pennsylvania | Franchise | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Taylor Chloe | fr | Tennessee | Franchise | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Thomas Emily | de | Utah | Franchise | Rookie | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Thompson Abigail | pt | Washington | Employee | Junior | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |
| Torres Zoe | ar | Wisconsin | Employee | Rookie | ANY | | | | | | | ✓ | ✗ | ✓ | ✓ | ✓ |
| Turner James | hi | Virginia | Employee | Junior | INT | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Walker Nova | zh | Texas | Partner Emp | Rookie | ANY | | | | | | | ✓ | ✗ | ✗ | ✗ | ✗ |
| Ward Aiden | ru | South Caroli | Employee | Senior | ANY | | | | | | | ✓ | ✗ | ✓ | ✗ | ✗ |
| Watson David | ja | Oregon | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| White Ella | it | North Caroli | Franchise | Rookie | ANY | | | | | | | ✓ | ✓ | ✓ | ✗ | ✗ |
| White Isla | en | New Jersey | Employee | Junior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Williams Amelia | es | Minnesota | Employee | Rookie | ANY | | | | | | | ✓ | ✗ | ✓ | ✓ | ✓ |
| Wilson Elizabeth | fr | Massachusetts | Partner Emp | Junior | MAN | | | | | | | ✗ | ✗ | ✓ | ✗ | ✗ |
| Wood Luke | de | Louisiana | Employee | Senior | ANY | | | | | | | ✓ | ✓ | ✓ | ✓ | ✓ |
| Wright Isla | pt | Indiana | Employee | Senior | ANY | | | | | | | ✗ | ✗ | ✗ | ✗ | ✗ |

Customer culture

79% (83/105)

Activities duration

| Participants | L | Category 1 | Category 2 | Category 3 | Type | 1 | 2 | 3 | 4 | 5 | 6 | Total | |
|---------------------|----|--------------|-------------|------------|------|-------|-------|-------|-------|-------|-------|-------|---|
| Adams Victoria | it | Arizona | Employee | Senior | ANY | | | | | | | | ✗ |
| Allen Madison | en | Florida | Franchise | Senior | ANY | | | | | | | | ✗ |
| Álvarez Isaac | es | Illinois | Partner Emp | Junior | ANY | 01:35 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 12:55 | ✓ |
| Anderson Daisy | fr | Kentucky | Employee | Rookie | ANY | 02:16 | 02:16 | 00:40 | 02:16 | 00:56 | 00:48 | 09:12 | ✗ |
| Bailey Leo | de | Maryland | Employee | Junior | INT | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Baker Zoey | pt | Michigan | Employee | Rookie | ANY | 02:16 | | 02:16 | 02:16 | | 02:16 | 09:04 | ✗ |
| Bennet Gabriel | ar | Missouri | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Bennet Henry | hi | New York | Employee | Senior | MAN | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Brooks Jacob | zh | Ohio | Employee | Senior | ANY | 00:25 | 00:23 | 00:59 | 01:19 | 00:25 | 01:20 | 04:51 | ✗ |
| Brown Sophia | ru | Pennsylvania | Partner Emp | Junior | ANY | | | | | | | | ✗ |
| Campbell Lucy | ja | Tennessee | Employee | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Carter Lillian | it | Utah | Employee | Junior | ANY | | | | | | | | ✗ |
| Castillo Elias | en | Washington | Employee | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Chavez Logan | es | Wisconsin | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Clark Hudson | fr | Virginia | Employee | Senior | ANY | | | | | | | | ✗ |
| Clark Nora | de | Texas | Employee | Rookie | ANY | | | | | | | | ✗ |
| Collins Benjamin | pt | South Carol | Employee | Junior | INT | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Cook Jack | ar | Oregon | Franchise | Rookie | ANY | | | | | | | | ✗ |
| Cooper Samuel | hi | North Carol | Franchise | Junior | ANY | | | | | 02:16 | | 02:16 | ✗ |
| Cox Luca | zh | New Jersey | Employee | Rookie | ANY | | | | | | | | ✗ |
| Cruz Henry | ru | Minnesota | Employee | Senior | ANY | 02:16 | 02:16 | 01:33 | 02:16 | 02:16 | 02:16 | 12:53 | ✓ |
| Davis Evelyn | ja | Massachuse | Employee | Senior | ANY | 00:36 | 00:34 | 00:44 | 02:16 | 00:28 | 00:22 | 05:00 | ✗ |
| Díaz Elijah | it | Louisiana | Partner Emp | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Edwards Lucas | en | Indiana | Employee | Junior | ANY | 00:41 | 00:40 | 00:39 | 00:44 | 00:41 | 00:24 | 03:49 | ✗ |
| Evans Oliver | es | Georgia | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Flores Eliana | fr | California | Franchise | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Foster Ezekiel | de | Alabama | Franchise | Rookie | MAN | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| García Ava | pt | Arizona | Employee | Senior | MAN | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 01:56 | 13:16 | ✓ |
| Gómez Daniel | ar | Florida | Employee | Senior | ANY | | | | | | | | ✗ |
| Gómez Liam | hi | Illinois | Employee | Rookie | ANY | 02:16 | 00:45 | 02:16 | 02:16 | 02:16 | 02:16 | 12:05 | ✓ |
| Gonzales Scarlett | zh | Kentucky | Franchise | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Gray Grayson | ru | Maryland | Franchise | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Green Ivy | ja | Michigan | Employee | Senior | ANY | | | | | | | | ✗ |
| Gutierrez Alexander | it | Missouri | Partner Emp | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Hall Naomi | en | New York | Partner Emp | Senior | ANY | | | | | | | | ✗ |
| Harris Avery | es | Ohio | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Hernández Camila | fr | Pennsylvania | Employee | Rookie | ANY | | | | | | | | ✗ |
| Hill Stella | de | Tennessee | Employee | Junior | ANY | | | | | | | | ✗ |
| Howard Ezra | pt | Utah | Employee | Rookie | ANY | | | | | | | | ✗ |
| Hughes Maverick | ar | Washington | Employee | Junior | ANY | 02:16 | 02:16 | 02:16 | | | | 06:48 | ✗ |
| Jackson Violet | hi | Wisconsin | Franchise | Rookie | ANY | 00:20 | 00:20 | 00:25 | 00:27 | 00:32 | 00:27 | 02:31 | ✗ |
| James Julian | zh | Virginia | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |

Customer culture

79% (83/105)

Activities duration

| Participants | L | Category 1 | Category 2 | Category 3 | Type | 1 | 2 | 3 | 4 | 5 | 6 | Total | |
|-------------------|----|--------------|-------------|------------|------|-------|-------|-------|-------|-------|-------|-------|---|
| Jimenez Charles | ru | Texas | Employee | Senior | ANY | 01:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 12:36 | ✓ |
| Jimenez Maya | ja | South Carol | Employee | Senior | ANY | | | | | | | | ✗ |
| Johnson Charlotte | it | Oregon | Employee | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Jones Isabella | en | North Carol | Employee | Rookie | ANY | 02:16 | 00:56 | 00:57 | 02:16 | 02:16 | 02:16 | 10:57 | ✗ |
| Kelly Mason | es | New Jersey | Partner Emp | Junior | MAN | | | | | | | | ✗ |
| Kim Hudson | fr | Minnesota | Employee | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| King Grace | de | Massachuse | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Lee Gianna | pt | Louisiana | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Lewis Lily | ar | Indiana | Franchise | Senior | ANY | | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 11:20 | ✗ |
| Long Carter | hi | Georgia | Employee | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| López Sofia | zh | California | Franchise | Rookie | INT | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Martin Penelope | ru | Alabama | Employee | Junior | INT | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Martínez Harper | ja | Arizona | Employee | Rookie | INT | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Mendoza Wyatt | it | Florida | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 01:56 | 00:50 | 00:59 | 10:33 | ✗ |
| Miller Mia | en | Illinois | Franchise | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Mitchell Elena | es | Kentucky | Employee | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | | | 09:04 | ✗ |
| Moore Mila | fr | Maryland | Partner Emp | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Morales Sebastian | de | Michigan | Employee | Rookie | ANY | 00:34 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 11:54 | ✓ |
| Morgan Asher | pt | Missouri | Employee | Junior | ANY | | | | | | | | ✗ |
| Morris Emily | ar | New York | Employee | Rookie | ANY | | 01:43 | | 00:44 | 00:52 | 00:24 | 03:43 | ✗ |
| Morris Levi | hi | Ohio | Franchise | Senior | ANY | 02:16 | | | | 01:13 | | 03:29 | ✗ |
| Murphy Daniel | zh | Pennsylvania | Employee | Senior | ANY | 00:35 | 01:03 | 01:50 | | 02:16 | | 05:44 | ✗ |
| Myers Jayden | ru | Tennessee | Employee | Rookie | ANY | 02:16 | | | | | | 02:16 | ✗ |
| Nelson Emilia | ja | Utah | Franchise | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Nguyen Riley | it | Washington | Employee | Rookie | MAN | | 02:16 | 02:16 | | | 02:16 | 06:48 | ✗ |
| Ortiz Owen | en | Wisconsin | Employee | Junior | ANY | | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 11:20 | ✗ |
| Parker William | es | Virginia | Employee | Rookie | ANY | | | | | | | | ✗ |
| Patel Thomas | fr | Texas | Franchise | Senior | ANY | 02:16 | 02:10 | 02:16 | 02:16 | 02:16 | 02:16 | 13:30 | ✓ |
| Pérez Aria | de | South Carol | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | | 11:20 | ✗ |
| Peterson Ethan | pt | Oregon | Employee | Rookie | ANY | 00:24 | 00:26 | 00:27 | 00:35 | 00:22 | 00:37 | 02:51 | ✗ |
| Phillips Noah | ar | North Carol | Employee | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Price Dylan | hi | New Jersey | Partner Emp | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Ramírez Layla | zh | Minnesota | Employee | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 01:03 | 12:23 | ✓ |
| Ramos John | ru | Massachuse | Employee | Rookie | ANY | | | | | | | | ✗ |
| Reed Jackson | ja | Louisiana | Franchise | Senior | ANY | 02:16 | 01:07 | 02:16 | 02:16 | 02:16 | 02:16 | 12:27 | ✓ |
| Reyes Theodore | it | Indiana | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | | 02:16 | 02:16 | 11:20 | ✗ |
| Richardson Joseph | en | Georgia | Franchise | Rookie | ANY | 00:30 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 11:50 | ✓ |
| Rivera Hannah | es | California | Employee | Junior | ANY | | | | | | | | ✗ |
| Roberts Maya | fr | Alabama | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Robinson Aurora | de | Arizona | Franchise | Senior | ANY | 02:16 | 02:16 | | | | | 04:32 | ✗ |
| Rodríguez Luna | pt | Florida | Employee | Rookie | ANY | | | | | | | | ✗ |
| Rogers Michael | ar | Illinois | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Ross Santiago | hi | Kentucky | Employee | Senior | ANY | | | | | | | | ✗ |
| Ruiz Matthew | zh | Maryland | Partner Emp | Rookie | INT | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Sánchez Hazel | ru | Michigan | Employee | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 01:51 | 13:11 | ✓ |

Customer culture

79% (83/105)

Activities duration

| Participants | L | Category 1 | Category 2 | Category 3 | Type | 1 | 2 | 3 | 4 | 5 | 6 | Total | |
|------------------|----|--------------|-------------|------------|------|-------|-------|-------|-------|-------|-------|-------|---|
| Sanders Anthony | ja | Missouri | Employee | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Scott Willow | it | New York | Employee | Junior | ANY | 02:16 | 02:16 | 02:16 | 01:42 | 01:51 | 01:37 | 11:58 | ✓ |
| Smith Emma | en | Ohio | Employee | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Stewart Mateo | es | Pennsylvania | Franchise | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Taylor Chloe | fr | Tennessee | Franchise | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Thomas Emily | de | Utah | Franchise | Rookie | ANY | | | | | | | | ✗ |
| Thompson Abigail | pt | Washington | Employee | Junior | ANY | | | 01:25 | 02:09 | 00:40 | | 04:14 | ✗ |
| Torres Zoe | ar | Wisconsin | Employee | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Turner James | hi | Virginia | Employee | Junior | INT | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Walker Nova | zh | Texas | Partner Emp | Rookie | ANY | | | | | | | | ✗ |
| Ward Aiden | ru | South Caroli | Employee | Senior | ANY | 02:16 | | 02:16 | 02:16 | 02:16 | 02:16 | 11:20 | ✗ |
| Watson David | ja | Oregon | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| White Ella | it | North Caroli | Franchise | Rookie | ANY | | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 11:20 | ✗ |
| White Isla | en | New Jersey | Employee | Junior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Williams Amelia | es | Minnesota | Employee | Rookie | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Wilson Elizabeth | fr | Massachuse | Partner Emp | Junior | MAN | 00:25 | 00:36 | 00:37 | 01:19 | 00:39 | 02:16 | 05:52 | ✗ |
| Wood Luke | de | Louisiana | Employee | Senior | ANY | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 02:16 | 13:36 | ✓ |
| Wright Isla | pt | Indiana | Employee | Senior | ANY | | | | | | | | ✗ |