# Digital Workplace Learning

Date	2024-1	0-15
	сс	
Skill	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
				86%	12%	1%
End customer definition	Aware	Enough	Little			
				82%	14%	4%
Direct Customer Definition	Aware	Enough	Little			
				81%	5%	13%
Result/satisfaction balance	Aware	Enough	Little			
				92%	4%	4%
Internal/external communication	Aware	Enough	Little			
				76%	19%	4%
Internal/external needs	Aware	Enough	Little			
				71%	17%	13%
Journeys by customer target	Aware	Enough	Little			

Customer culture			69% (73/105)		Skill analysis				
Aspects of competence	High	Average	Low	% High	% Average	% Low			
				55%	27%	18%			
Accessibility	Aware	Enough	Little						
				89%	4%	7%			
Accessibility Grade	Aware	Enough	Little						
				89%	10%	1%			
Customer Experience	Aware	Enough	Little						
				91%	4%	5%			
Forward-looking daily actions	Aware	Enough	Little						
				55%	45%	0%			
Pre-action and reaction	Aware	Enough	Little						
				86%	3%	11%			
Sharing responsibility	Aware	Enough	Little						

Customer culture			69% (73/105)			Skill analysis
Aspects of competence	High	Average	Low	% High	% Average	% Low
				54%	31%	15%
Customer (Perspective)	Aware	Enough	Little			
				92%	7%	1%
Client (Context)	Aware	Enough	Little			
				81%	14%	5%
Customer (Behaviors)	Aware	Enough	Little			
				36%	53%	11%
Emergencies	Aware	Enough	Little			
				60%	20%	20%
Resolving complaints	Aware	Enough	Little			
				41%	38%	21%
Internal/external complaint	Aware	Enough	Little			

Customer culture			78% (	82/105)		Sa	atisfac	tion qu	lestior	naire
Requests	1	2	3	4	5	6	7	8	9	10
I think I learned something new										
	1%	3%	6%	7%	7%	21%	22%	13%	10%	11%
	170	5 /0	0 70	1 /0	1 /0	2170	2270	10 /0	10 70	1170
The things I have learned are easily applicable in my daily work.										
	1%	1%	1%	1%	6%	14%	29%	19%	6%	21%
The topics covered were interesting										
	1%	4%	1%	8%	8%	11%	10%	25%	8%	22%
The training path intrigued me										
	3%	6%	1%	7%	7%	14%	13%	24%	14%	13%
The topics seemed too difficult to me										
	49%	10%	8%	13%	11%	1%	1%		3%	4%
At some points I got bored										
	33%	10%	7%	3%	24%	6%	6%	4%	4%	4%
Overall I am satisfied with the learning experience.										
	3%		3%	4%	10%	13%	17%	22%	13%	17%
	1	2	3	4	5	6	7	8	9	10

Customer culture			65% (6	69/105)			Le	arning	y verific	cation
Requests	1	2	3	4	5	6	7	8	9	10
How much do you think the relationship with your direct/final customers has improved?	3%	2%	10%	2%	17%	14%	31%	8%	5%	8%
Is it clearer to you who is the direct and who is the final?										
How much clearer is the corridor that you make your direct and/or final customers walk through?	3%	3%	5%		10%	19%	25%	15%	7%	12%
How much do you think the experience that your direct/final customer has, walking through it, has improved?	3%	2%	7%	3%	12%	14%	25%	15%	8%	8%
How much clearer do you think the corridor is also to your work colleagues?										
How much clearer are you which points of the path work best?	5%	2%	3%	5%	14%	19%	22%	14%	10%	7%
How aware are you of those that need to be protected the most, since they are more fragile?	5%	2%	3%		7%	14%	15%	19%	19%	17%
How much do you think the course has benefited you in your work?	3%	3%	5%	3%	10%	14%	27%	8%	19%	7%
	3% 1	5% 2	5% 3	5% 4	14% 5	19% 6	17% 7	8% <mark>8</mark>	12% 9	12% 10

		Customer culture		69% (73/105)			Your	pinion
		Requests	High	Average	Low	% High	% Average	% Low
		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%
-	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%
		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
	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%
3	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%
	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%
4	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
	The result of our work It is given by the base of the result of our work and those of direct and final	f the quetomor	J	It is based on our skills and experience	91%	4%	5%
Ę	Responsibility can be To have maximum satisfaction		our interlocutors assume degree of responsibility	It is not always possible to do this	55%	45%	0%
	The division into targets Determine the rig and the segmentation procedures	ht internal Determir	ne customer needs	It is not always feasible in reality	86%	3%	11%
	The customer's access methods They make it easy get in touch with u			It is one of the components that affects customer satisfaction	41%	38%	21%
e	To be accessible	direct customers Affects p	rocess fluidity	Door to the correct corridor	89%	4%	7%
	The emergency corridors They are the mos customer	t important for the It is impo best pos		Unfortunately, it is not always possible to prepare them	89%	10%	1%

Customer cult	ner culture 79% (83/105)											Su	mm	nary		
Participants	L	Category 1	Category 2	Category 3	Туре	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		Ш	Ш				X	X	X	X	X
Álvarez Isaac	es	Illinois	Partner Emp	Junior	ANY							✓	~	~	✓	$\checkmark$
Anderson Daisy	fr	Kentucky	Employee	Rookie	ANY							1	~	~	X	X
Bailey Leo	de	Maryland	Employee	Junior	INT							✓	✓	✓	✓	$\checkmark$
Baker Zoey	pt	Michigan	Employee	Rookie	ANY		ТГ			Ш		✓	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							1	~	~	X	X
Brown Sophia	ru	Pennsylvania	Partner Emp	Junior	ANY		Ш	Ш	Ш	Ш	Ш	X	X	X	X	X
Campbell Lucy	ja	Tennessee	Employee	Rookie	ANY							✓	~	~	✓	
Carter Lillian	it	Utah	Employee	Junior	ANY	Ш			Ш	111		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				III.			X	X	X	x	X
Clark Nora	de	Texas	Employee	Rookie	ANY							x	X	X	×	X
Collins Benjamin	pt	South Carol	Employee	Junior	INT							✓	X	1	~	
Cook Jack	ar	Oregon	Franchise	Rookie	ANY							X	X	X	x	X
Cooper Samuel	hi	North Carol	Franchise	Junior	ANY						╨┼┼	x	~	X	×	X
Cox Luca	zh	New Jersey	Employee	Rookie	ANY					111	Ηt	x	X	X	x	X
Cruz Henry	ru	Minnesota	Employee	Senior	ANY							✓	✓	~	✓	
Davis Evelyn	ja	Massachuse	Employee	Senior	ANY							1	✓	~	x	X
Díaz Elijah	it	Louisiana	Partner Emp		ANY							✓	✓	✓	✓	
Edwards Lucas	en	Indiana	Employee	Junior	ANY							1	✓	~	x	X
Evans Oliver	es	Georgia	Employee	Senior	ANY							1	✓	~	✓	
Flores Eliana	fr	California	Franchise	Junior	ANY							✓	X	✓	✓	
Foster Ezekiel	de	Alabama	Franchise	Rookie	MAN							✓	X	✓	✓	
García Ava	pt	Arizona	Employee	Senior	MAN							✓	✓	✓	✓	$\checkmark$
Gómez Daniel	ar	Florida	Employee	Senior	ANY	Ш	$\prod$	$\prod$	Ш	Ш	Ш	X	X	X	X	X
Gómez Liam	hi	Illinois	Employee	Rookie	ANY							X	×	>	<b>√</b>	$\checkmark$
Gonzales Scarlett	zh	Kentucky	Franchise	Junior	ANY							✓	✓	✓	✓	
Gray Grayson	-	Maryland	Franchise	Rookie	ANY							✓	✓	✓	✓	
Green Ivy	-	Michigan	Employee	Senior								X	×	× ✓	× ✓	X
Guttierrez Alexander Hall Naomi	it en	Missouri New York	Partner Emp Partner Emp		ANY ANY							✓ ×	X X	×	✓ X	X
Harris Avery	en	Ohio	Employee	Senior	ANY							$\checkmark$	∧ √	∧ ✓	∧ ✓	
Hernández Camila	fr	Pennsylvania		Rookie	ANY							X	×	×	×	X
Hill Stella	de	-	Employee	Junior	ANY			$^{\dagger\dagger}$		$\parallel \parallel$	$\mathbb{H}$	X	X	X	X	X
Howard Ezra	pt	Utah	Employee	Rookie	ANY	$\parallel \uparrow \uparrow$		$\square$			$\square$	X	X	X	X	X
Hughes Maverick	ar	Washington	Employee	Junior	ANY				$\uparrow\uparrow$			X	X	X	X	X

### 8 69 Certificat 3 - 86 5 - 85 Activit, 2 - 86 4 - 82 6 - 81 I - 84 Time Surve -Category 1 Category 2 Category 3 **Participants** L Туре Verif -Jackson Violet Wisconsin ANY **√** 1 Y hi Franchise Rookie X X √ James Julian Virginia Employee Senior ANY √ √ √ $\checkmark$ zh Jimenez Charles ANY √ √ √ √ Texas Senior ru Employee ANY X X x Y Jimenez Maya South Carol X ja Employee Senior ANY √ √ $\checkmark$ Johnson Charlotte √ $\checkmark$ it Oregon Employee Junior Jones Isabella ANY √ √ √ X North Caroli Employee Rookie en MAN X X x Kelly Mason X es New Jersey Partner Em Junior ANY √ √ $\checkmark$ Kim Hudson fr Minnesota Employee Rookie √ √ ANY √ √ √ √ $\checkmark$ King Grace de Massachuse Senior Employee √ √ √ √ $\checkmark$ ANY Lee Gianna pt Louisiana Employee Senior Lewis Lily ANY √ √ √ ar Indiana Franchise Senior X ANY 1 1 $\checkmark$ Long Carter J 1 hi Georgia Employee Junior √ √ √ √ $\checkmark$ Franchise INT López Sofia zh California Rookie √ √ √ √ $\checkmark$ Martin Penelope ru Alabama Employee Junior INT INT 1 $\checkmark$ Martínez Harper J √ 1 Arizona Rookie ja Employee √ Mendoza Wyatt Florida ANY √ X it Employee Senior Х Miller Mia ANY √ √ √ √ en Illinois Franchise Senior Mitchell Elena ANY X 1 Kentucky Employee Rookie Х X es ANY √ √ √ $\checkmark$ Moore Mila fr Maryland Partner Em Junior ANY 1 1 1 $\checkmark$ Morales Sebastian de Michigan Employee Rookie J Morgan Asher ANY X Missouri Junior Х X pt Employee Х √ Morris Emily ar New York Employee Rookie ANY X X ANY X X Morris Levi hi Ohio Franchise Senior X X X ANY √ Murphy Daniel 1 √ zh Pennsylvania Employee Senior X √ Myers Jayden ru Tennessee Employee Rookie ANY X X X √ 1 $\checkmark$ Nelson Emilia Utah Franchise Junior ANY J 1 ia Washington MAN Nguyen Riley it Employee Rookie √ $\checkmark$ X X J Ortiz Owen en Wisconsin Employee Junior ANY X 1 X Parker William Virginia Rookie ANY X X X X Employee es Patel Thomas ANY √ √ √ $\checkmark$ Texas Franchise J fr Senior √ √ √ Pérez Aria de South Carol Employee Senior ANY X 1 Peterson Ethan Rookie ANY J 1 X pt Oregon Employee ANY √ $\checkmark$ Phillips Noah North Carol √ $\checkmark$ 1 ar Employee Junior √ √ $\checkmark$ Price Dylan hi New Jersey Rookie ANY √ √ Partner Em Employee √ $\checkmark$ Ramírez Layla zh Minnesota Junior ANY J 1 J ANY X Ramos John ru Massachuse Employee Rookie X X X Х √ √ $\checkmark$ Reed Jackson Louisiana Franchise Senior ANY √ ja it Indiana ANY √ √ 1 X Reyes Theodore Employee Senior ANY $\checkmark$ $\checkmark$ √ Richardson Joseph en Georgia Franchise Rookie 1 1 ANY √ √ Rivera Hannah California Junior X X es Employee Alabama ANY X √ √ $\checkmark$ Roberts Maya fr Employee Senior ANY Robinson Aurora de Arizona Franchise Senior Х Х Х X Х Rodríguez Luna pt Florida Employee Rookie ANY X X

79% (83/105)

Customer culture

Summary

Customer cult	ure	ļ		799	% (83/1	105)								Su	mm	ary
Participants	L	Category 1	Category 2	Category 3	Туре	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							✓	✓	1	✓	
Ross Santiago	hi	Kentucky	Employee	Senior	ANY							X	X	X	X	X
Ruiz Matthew	zh	Maryland	Partner Emp	Rookie	INT							✓	✓	~	✓	
Sánchez Hazel	ru	Michigan	Employee	Junior	ANY							✓	✓	~	✓	
Sanders Anthony	ja	Missouri	Employee	Rookie	ANY							✓	X	~	✓	
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							1	<ul> <li></li> </ul>	>	<b>~</b>	
Thomas Emily	de	Utah	Franchise	Rookie	ANY							X	X	×	X	X
Thompson Abigail	pt	Washington	Employee	Junior	ANY							X	X	X	X	X
Torres Zoe	ar	Wisconsin	Employee	Rookie	ANY							1	X	~	1	
Turner James	hi	Virginia	Employee	Junior	INT							1	<ul> <li>Image: A second s</li></ul>	~	1	
Walker Nova	zh	Texas	Partner Emp	Rookie	ANY							✓	X	X	X	X
Ward Aiden	ru	South Carol	Employee	Senior	ANY							1	X	~	X	X
Watson David	ja	Oregon	Employee	Senior	ANY							1	1	~	1	
White Ella	it	North Carol	Franchise	Rookie	ANY							1	1	~	X	X
White Isla	en	New Jersey	Employee	Junior	ANY							✓	✓	✓	✓	$\checkmark$
Williams Amelia	es	Minnesota	Employee	Rookie	ANY							✓	X	~	✓	$\checkmark$
Wilson Elizabeth	fr	Massachuse	Partner Emp	Junior	MAN							X	X	~	X	X
Wood Luke	de	Louisiana	Employee	Senior	ANY							<b>√</b>	✓	>	✓	$\checkmark$
Wright Isla	pt	Indiana	Employee	Senior	ANY							X	X	X	X	X

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### Customer culture

79% (83/105)

# Activities duration

Participants	L	Category 1	Category 2	Category 3	Туре	1	2	3	4	5	6	Total	
Adams Victoria	it	Arizona	Employee	Senior	ANY								X
Allen Madison	en	Florida	Franchise	Senior	ANY								X
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	X
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	X
Bennet Gabriel	ar	Missouri	Employee	Senior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>√</b>
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	X
Brown Sophia	ru	Pennsylvania	Partner Emp	Junior	ANY								X
Campbell Lucy	ja	Tennessee	Employee	Rookie	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>√</b>
Carter Lillian	it	Utah	Employee	Junior	ANY								X
Castillo Elias	en	Washington		Rookie	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>v</b>
Chavez Logan	es	Wisconsin	Employee	Senior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	1
Clark Hudson	fr	Virginia	Employee	Senior	ANY								x
Clark Nora	de	Texas	Employee	Rookie	ANY								X
Collins Benjamin	pt	South Carol		Junior	INT	02:16	02:16	02:16	02:16	02:16	02:16	13:36	✓ ✓
Cook Jack	ar	Oregon	Franchise	Rookie	ANY								X
Cooper Samuel	∽. hi	North Carol		Junior	ANY					02:16		02:16	X
Cox Luca	zh	New Jersey	Employee	Rookie	ANY					02.10			Y
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		Senior	ANY	00:36	00:34	00:44	02:16	00:28	00:22	05:00	×
Díaz Elijah	ja it	Louisiana	Partner Emp		ANY	02:16	00.04	02:16	02:10	02:16	00.22	13:36	<b>^</b>
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		Senior	ANY	02:16		02:16	02:16		02:16	13:36	Ê
Flores Eliana	fr	California	Franchise	Junior	ANY	02:10	02:10	02:10	02:10	02:10	02:10	13:36	V
Foster Ezekiel	" de	Alabama	Franchise	Rookie	MAN	02:16	02:10	02:10	02:16	02:10	02:10	13:36	
García Ava	-	Arizona	Employee	Senior	MAN	02:10	02:10	02:10	02:10	02:10	02.10	13:16	V
Gómez Daniel	ar	Florida	Employee	Senior	ANY	02.10			02.10	02.10	01.00		X
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	<b>√</b>
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								X
Guttierrez Alexander	it	Missouri	Partner Emp		ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>√</b>
Hall Naomi	en	New York	Partner Emp		ANY	00.15	00.15	00.15	00.15	00.10	00.15	40.00	×
Harris Avery	es fr	Ohio	Employee	Senior		02:16	02:16	02:16	02:16	02:16	02:16	13:36	⊬
Hernández Camila Hill Stella	fr de	Pennsylvania Tennessee	Employee Employee	Rookie Junior	ANY ANY								X
Howard Ezra	pt	Utah	Employee	Rookie	ANY	ļ							X
Hughes Maverick	ar	Washington		Junior	ANY	02:16	02:16	02:16				06:48	X
Jackson Violet	hi	Wisconsin	Franchise	Rookie	ANY	00:20	00:20	00:25	00:27	00:32	00:27	02:31	X
James Julian	zh	Virginia	Employee	Senior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>√</b>

# Customer culture

79% (83/105)

# Activities duration

Porticipanto	L	Category 1	Category 2	Category 3	Tuno	1	2	3	4	5	6	Total	Γ
Participants				0,	Туре								
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 Caroli		Senior	ANY	00.40	00.40	00.40	00.40	00.40	00.40	40.00	<b>×</b>
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 Caroli		Rookie	ANY	02:16	00:56	00:57	02:16	02:16	02:16	10:57	×
Kelly Mason	es		Partner Emp		MAN	00.40	00.40	00.40	00.40	00.40	00.40	40.00	<b>×</b>
Kim Hudson	fr	Minnesota	Employee	Rookie	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	ľ,
King Grace		Massachuse	1 2	Senior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	ľ,
Lee Gianna	pt	Louisiana	Employee	Senior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>V</b>
Lewis Lily	ar	Indiana	Franchise	Senior	ANY		02:16	02:16	02:16	02:16	02:16	11:20	K
Long Carter	hi	Georgia	Employee	Junior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>√</b>
López Sofia	zh	California	Franchise	Rookie	INT	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>√</b>
Martin Penelope	ru	Alabama	Employee	Junior	INT	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>√</b>
Martínez Harper	ja	Arizona	Employee	Rookie	INT	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>√</b>
Mendoza Wyatt	it	Florida	Employee	Senior	ANY	02:16	02:16	02:16	01:56	00:50	00:59	10:33	X
Miller Mia	en	Illinois	Franchise	Senior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<ul> <li>✓</li> </ul>
Mitchell Elena	es	Kentucky	Employee	Rookie	ANY	02:16	02:16	02:16	02:16			09:04	X
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								X
Morris Emily	ar	New York	Employee	Rookie	ANY		01:43		00:44	00:52	00:24	03:43	X
Morris Levi	hi	Ohio	Franchise	Senior	ANY	02:16				01:13		03:29	X
Murphy Daniel	zh	Pennsylvania	Employee	Senior	ANY	00:35	01:03	01:50		02:16		05:44	X
Myers Jayden	ru	Tennessee	Employee	Rookie	ANY	02:16						02:16	X
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	X
Ortiz Owen	en	Wisconsin	Employee	Junior	ANY		02:16	02:16	02:16	02:16	02:16	11:20	X
Parker William	es	Virginia	Employee	Rookie	ANY								X
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 Caroli	Employee	Senior	ANY	02:16	02:16	02:16	02:16	02:16		11:20	X
Peterson Ethan	pt	Oregon	Employee	Rookie	ANY	00:24	00:26	00:27	00:35	00:22	00:37	02:51	X
Phillips Noah	ar	North Caroli	Employee	Junior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	1
Price Dylan	hi	New Jersey	Partner Emp	Rookie	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	1
Ramírez Layla	zh	Minnesota	Employee	Junior	ANY	02:16	02:16	02:16	02:16	02:16	01:03	12:23	1
Ramos John	ru	Massachuse	Employee	Rookie	ANY								X
Reed Jackson	ja	Louisiana	Franchise	Senior	ANY	02:16	01:07	02:16	02:16	02:16	02:16	12:27	1
Reyes Theodore	it	Indiana	Employee	Senior	ANY	02:16	02:16	02:16		02:16	02:16	11:20	X
Richardson Joseph	en	Georgia	Franchise	Rookie	ANY	00:30	02:16	02:16	02:16	02:16	02:16	11:50	1
Rivera Hannah	es	California	Employee	Junior	ANY								X
Roberts Maya	fr	Alabama	Employee	Senior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>√</b>
Robinson Aurora	de	Arizona	Franchise	Senior	ANY	02:16	02:16					04:32	X
Rodríguez Luna		Florida	Employee	Rookie	ANY								X
Rogers Michael	ar	Illinois	Employee	Senior	ANY	02:16	02:16	02:16	02:16	02:16	02:16	13:36	<b>v</b>
Ross Santiago	hi	Kentucky	Employee	Senior	ANY			-	-				X
Ruiz Matthew		Maryland	Partner Emp		INT	02:16	02:16	02:16	02:16	02:16	02:16	13:36	1
Sánchez Hazel		Michigan	Employee	Junior	ANY	02:16	02:16	02:16	02:16	02:16	01:51	13:11	Ţ

Customer culture				79% (83/105)						Activities duration				
Participants	L	Category 1	Category 2	Category 3	Туре	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								X	
Thompson Abigail	pt	Washington	Employee	Junior	ANY			01:25	02:09	00:40		04:14	X	
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								X	
Ward Aiden	ru	South Caroli	Employee	Senior	ANY	02:16		02:16	02:16	02:16	02:16	11:20	X	
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	X	
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	X	
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								X	