

TELESALES ASSOCIATE CERTIFICATION

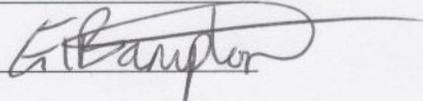
Name: Oliver Dering

Date Certified: 13/09/00

Client: Palm

Signed (Agent): 

Supervisor/Manager: Gary Bampton

Signed (Supervisor): 

Skill Set	Training Course	Test Used	Benchmark	Score
Telephone & Logging Codes	Telephones	Desk-side Monitoring of 5 Test Calls	98.5%	See Below
Customer Service Skills	Customer Focus Skills, Call Coaching, Advanced Customer Care	Call Monitoring of 5 Test Calls	3.8	See Below
Client Product Knowledge	Product Training, Mentoring	Quiz of 30 Questions	90%	See Below
Client Specific Application	Applications (POS) Training	Quiz of 30 questions Desk-side Monitoring of 5 Test Calls	90% 98.5%	See Below
Client policies and procedures	Product Training, Mentoring	Quiz of 30 questions Desk-side Monitoring of 5 test calls	90% 98.5%	See Below

Date Test Calls Completed: 12/09/00

Date Quiz Completed: 13/09/00

Call Monitoring Result

4,18

Desk-side Result

99,9

Quiz Result

92,65

Call Accuracy Result

4