



EXECUTIVE SUMMARY

2018

2019

2020

2021



Revenue  
\$10,560,669



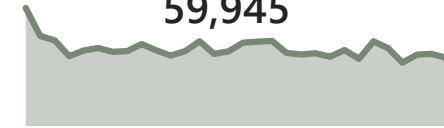
Total Calls  
131,821



Calls Duration (min)  
1,652,837



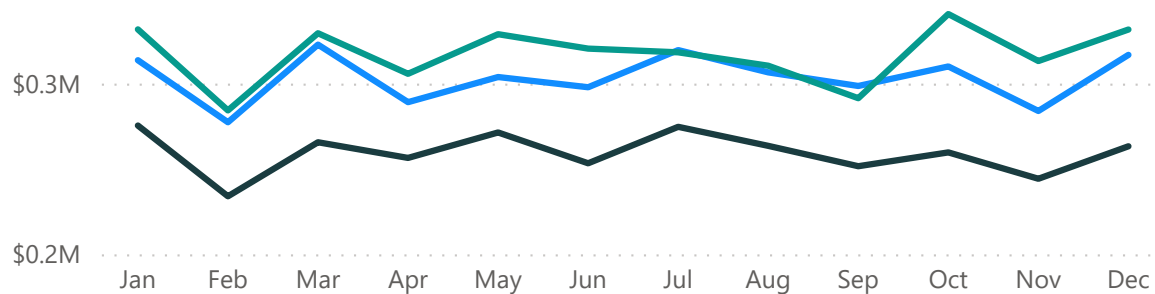
Wait Time (min)  
59,945



REVENUE

BY MONTH AND SITE

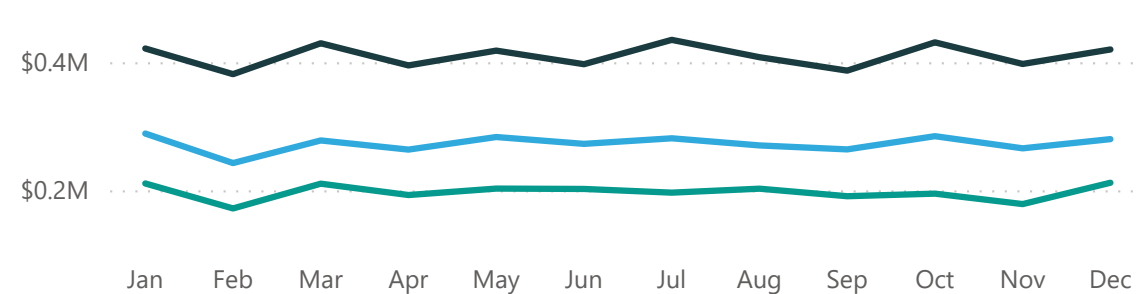
Aurora, CO Jacksonville, FL Spokane, WA



REVENUE

BY MONTH AND CALL TYPE

Billing Sales Tech Support



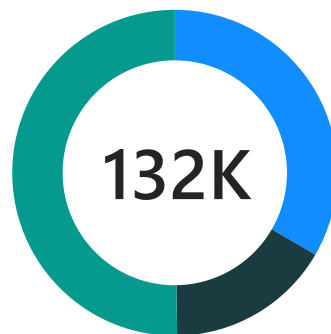
TOTAL CALLS

BY SITE



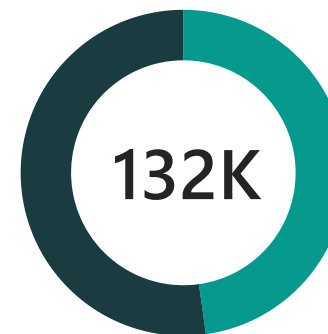
TOTAL CALLS

BY TYPE



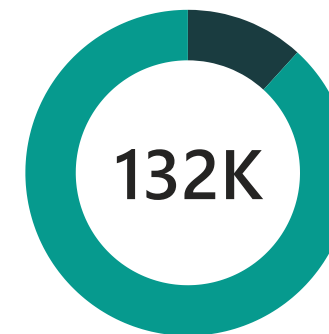
TOTAL CALLS

BY TIME



TOTAL CALLS

BY SLA

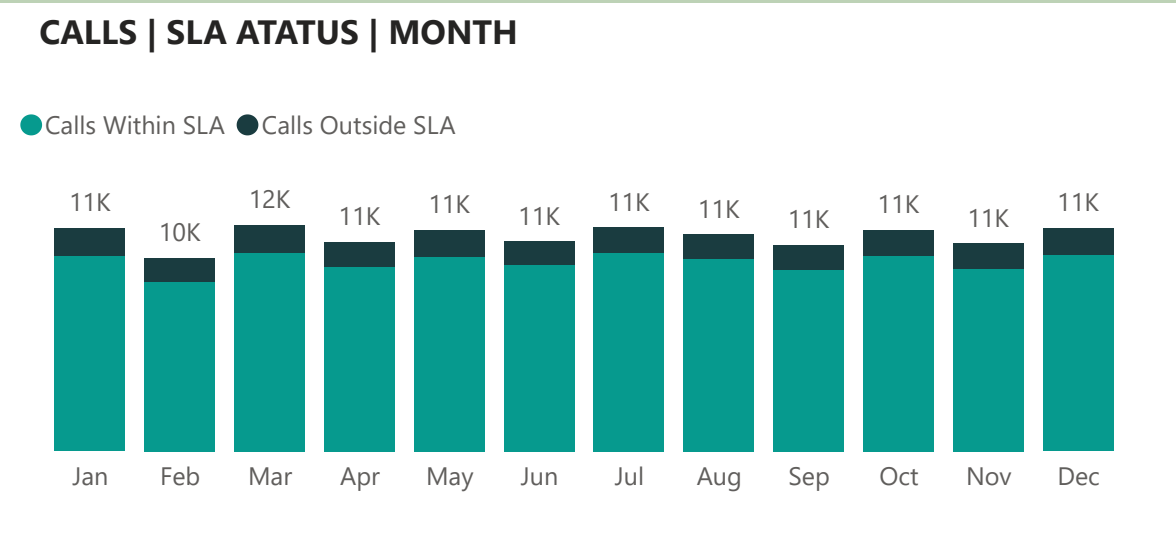
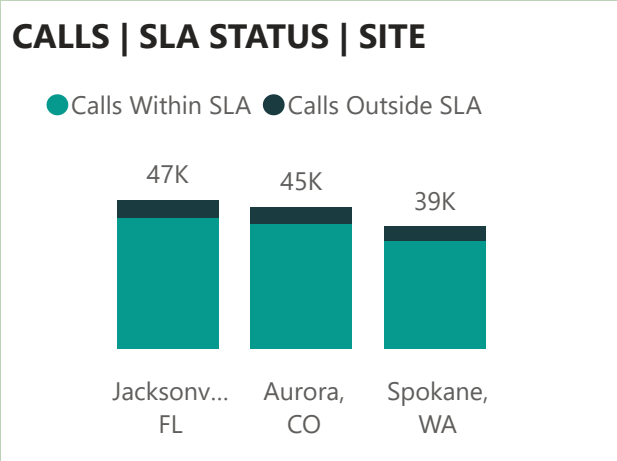
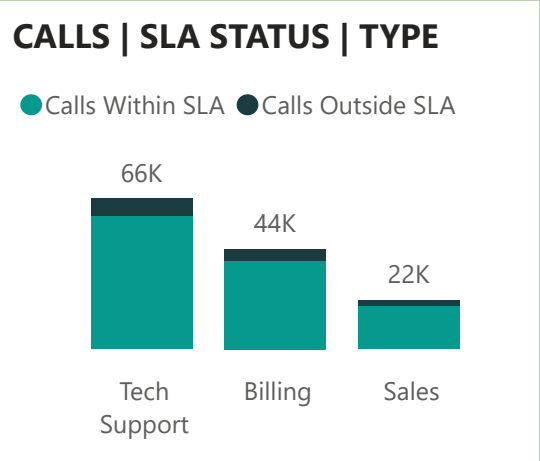
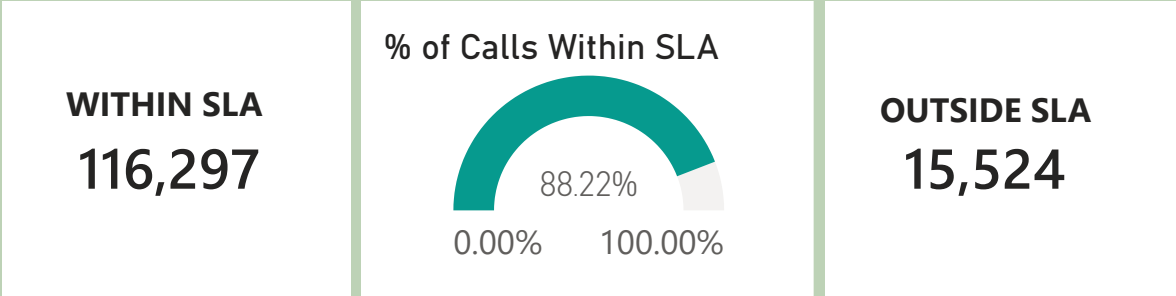




SLA COMPLIANCE



2018	2019	2020	2021
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% OF CALLS WITHIN SLA | DAY | TIME

Hour	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
1	86.80%	87.63%	89.18%	87.91%	87.32%	89.93%	85.75%	87.81%
2	86.54%	90.84%	88.97%	87.37%	90.18%	88.64%	88.07%	88.66%
3	90.10%	88.94%	88.06%	86.63%	89.72%	88.69%	89.86%	88.88%
4	90.07%	86.73%	87.90%	89.97%	90.64%	86.62%	88.89%	88.71%
5	86.72%	86.36%	85.60%	86.01%	87.26%	86.90%	87.68%	86.66%
6	87.86%	83.67%	90.15%	91.14%	87.41%	87.95%	86.32%	87.81%
7	88.46%	91.92%	89.53%	91.08%	89.52%	88.72%	90.08%	89.89%
8	87.59%	86.76%	87.47%	88.55%	88.45%	89.11%	88.54%	88.06%
9	88.09%	89.42%	88.46%	88.02%	87.38%	86.84%	88.90%	88.15%
10	89.01%	88.50%	88.38%	88.87%	88.48%	87.01%	87.28%	88.21%
11	88.94%	87.85%	88.68%	86.87%	87.77%	87.26%	87.38%	87.82%
12	87.62%	89.26%	89.38%	88.63%	89.53%	88.16%	87.36%	88.57%
13	89.01%	87.76%	88.67%	88.04%	89.55%	86.81%	87.05%	88.12%
14	88.24%	90.05%	87.98%	88.43%	87.90%	89.76%	87.78%	88.58%
15	87.94%	89.02%	87.81%	88.10%	88.35%	87.20%	88.96%	88.20%
16	88.51%	89.90%	89.18%	88.93%	88.16%	86.99%	88.62%	88.61%
17	87.97%	88.66%	87.87%	87.62%	87.30%	88.34%	85.87%	87.68%
18	89.55%	88.12%	88.64%	86.49%	87.06%	88.28%	88.35%	88.09%
19	89.55%	88.19%	88.72%	88.69%	87.56%	88.66%	86.80%	88.31%
20	90.91%	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%	97.10%
Total	88.41%	88.51%	88.46%	88.18%	88.27%	87.91%	87.82%	88.22%



# EMPLOYEE

Aurora, CO

Jacksonville, FL

Spokane, WA

2018

2019

2020

2021

## EMPLOYEE METRICS

Managers	EmployeeName	Call charges (min)	Total No. of Calls	Call Duration (min)	Wait time (min)	Calls Within SLA	Calls Outside SLA	% of Calls Within SLA
Jamar Pahl	Kelvin Nicoletti	\$160,961	1,991	24,952	1,025	1,715	276	86.14%
Jamar Pahl	Dwana Rymer	\$159,047	2,040	25,104	1,058	1,763	277	86.42%
Ardath Ducharme	Alla Winkel	\$163,033	2,065	25,629	1,049	1,788	277	86.59%
Jamar Pahl	Jon Baptista	\$175,467	2,139	27,266	1,037	1,857	282	86.82%
Gonzalo Lesage	Sheba Ary	\$171,605	2,109	26,372	1,050	1,832	277	86.87%
Abbie Leadbetter	Dorathy Staiger	\$163,389	2,045	25,400	990	1,778	267	86.94%
Miyoko Degraw	Caterina Jantz	\$160,285	1,990	24,920	941	1,734	256	87.14%
Elsie Taplin	Stormy Seller	\$171,424	2,080	26,625	1,021	1,814	266	87.21%
Collin Trotman	Veronika Fitzsimmons	\$162,737	2,100	25,654	985	1,832	268	87.24%
Shala Lion	Ellena Ball	\$159,862	2,053	25,072	1,019	1,791	262	87.24%
Total		\$10,560,669	131,821	1,652,837	59,945	116,297	15,524	88.22%

## CALLS | % OF CALLS WITHIN SLA | MANAGERS

