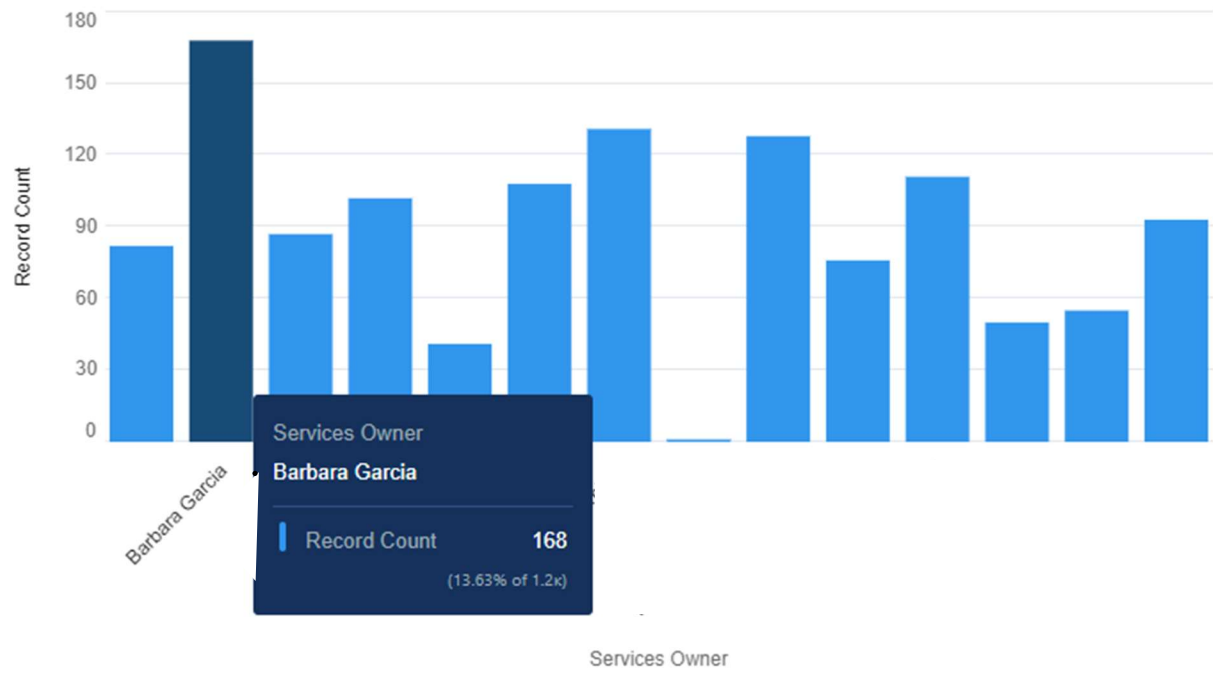


Metric Snapshot

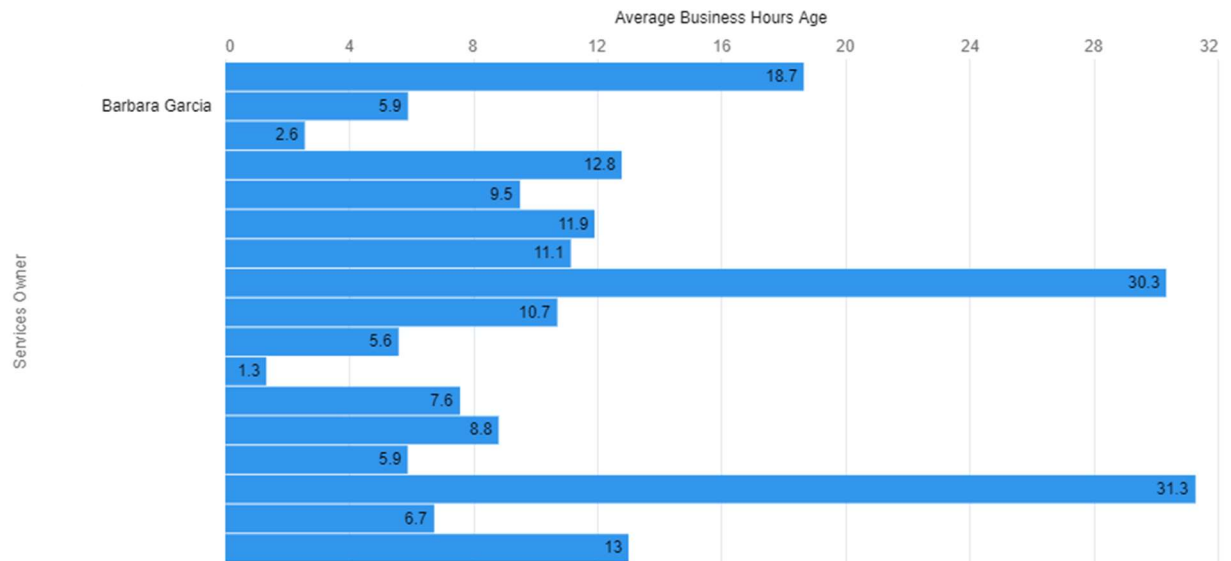
Last Weeks Closed Cases

52
12%



YTD Average Resolution Time

AVG Resolution time YTD



Metric Snapshot

Total inbound calls taken.

Agent Name	Metric Value
Barbara Garcia	87
	77
	51
	50
	47
	44
	34
	31
	28
	25
	24
	12
	12
	7

Customer Satisfaction Score

CSAT Goal = 4.75AVG													
Count of Response	Column Labels												
Row Labels	1	3	4	5	10	15	5. Super helpful	Excellent	Excellent & beyond	Excellent	Good	Very good (blank)	Grand Total
	1												1
Barbara Garcia			1	13				3			1		4.928571429
				2								1	5
				14	1	1							5.333333333
				16									5
		1		6			1						4.714285714
				7							1		5
				3									5
			1	10									4.909090909
			1	4									4.8
			1	8									4.888888889
				6									5
				1	2								8.333333333
				9									5
				8					1				5
Grand Total	1	1	4	107	3	1		1	3	1	1	1	5.043103448