



Summary

Yesterday

Weekly

Monthly

Yearly



Call Metrics

Inbound Calls



244

of calls answered

Outbound Calls



124

of outbound calls

Talk Time per Hour



4.51

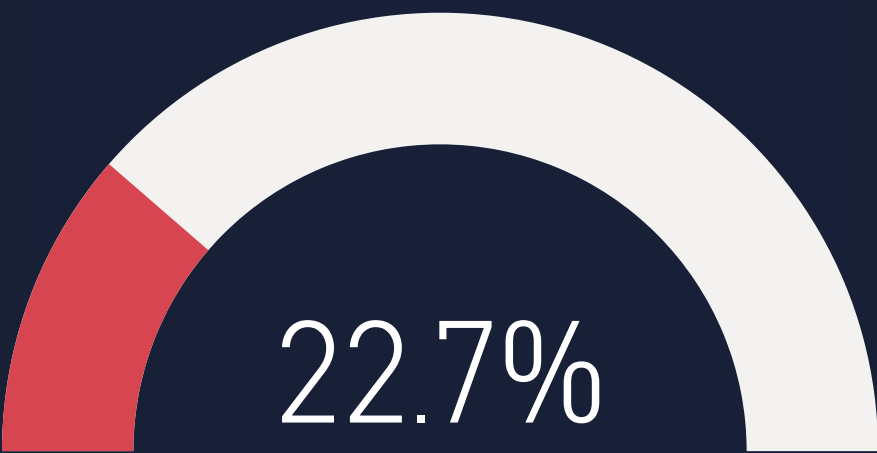
mins of Talk Time/hr on average

1.64

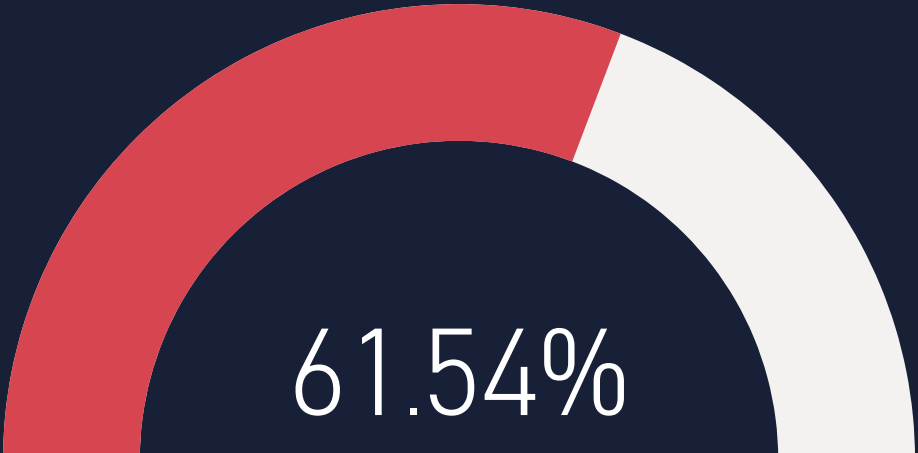
Inbound+Outbound Calls/hr on average

Productivity

Total Conversion Rate



Booking Rate



104

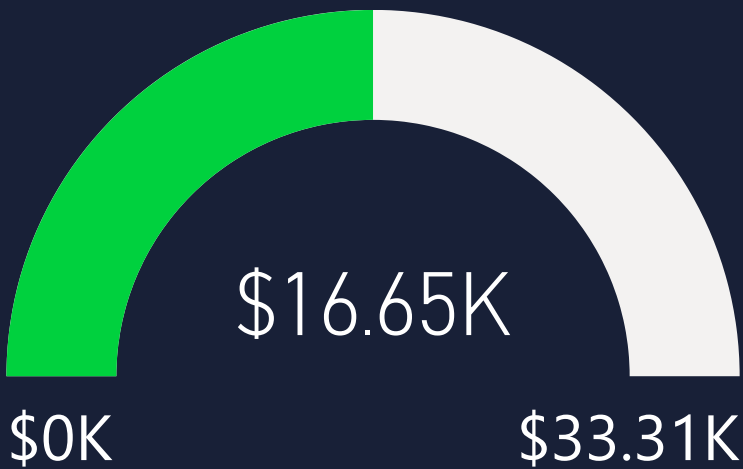
Lead Calls

64

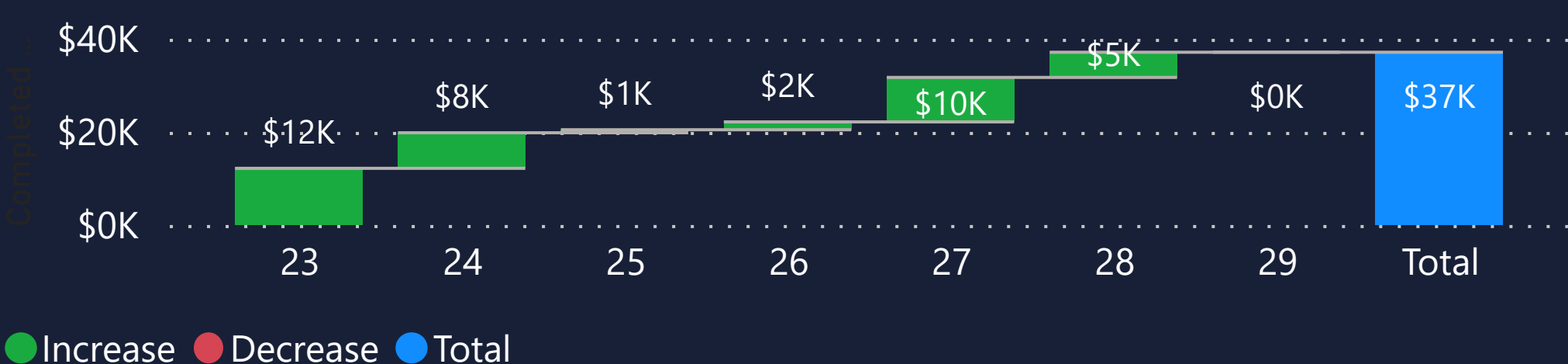
Booked Jobs

Revenue

Completed Revenue



Completed Revenue by Day



Rank	Name	Revenue
1	Arjay Gervacio	\$10,663.27
2	Marie Toquillo	\$3,229.39
3	NEXA Answering Service 2	\$1,504.19

Date

This - Week

9/26/2021 - 10/2/2021

CSR's

Arjay Gervacio

Marie Toquillo

Nathan Hawn

NEXA Answering Service 1

NEXA Answering Service 2

Riley Garcia

Robert Coulter III



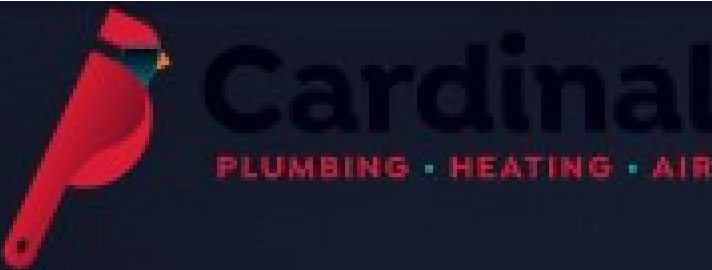
Calls

Yesterday

Weekly

Monthly

Yearly



Metrics

Best Performers

No. Of Calls Answered

Marie Toquillo
13

Arjay Gervacio
10

Nathan Hawn
5

NEXA Answering Service 1
5



Inbound

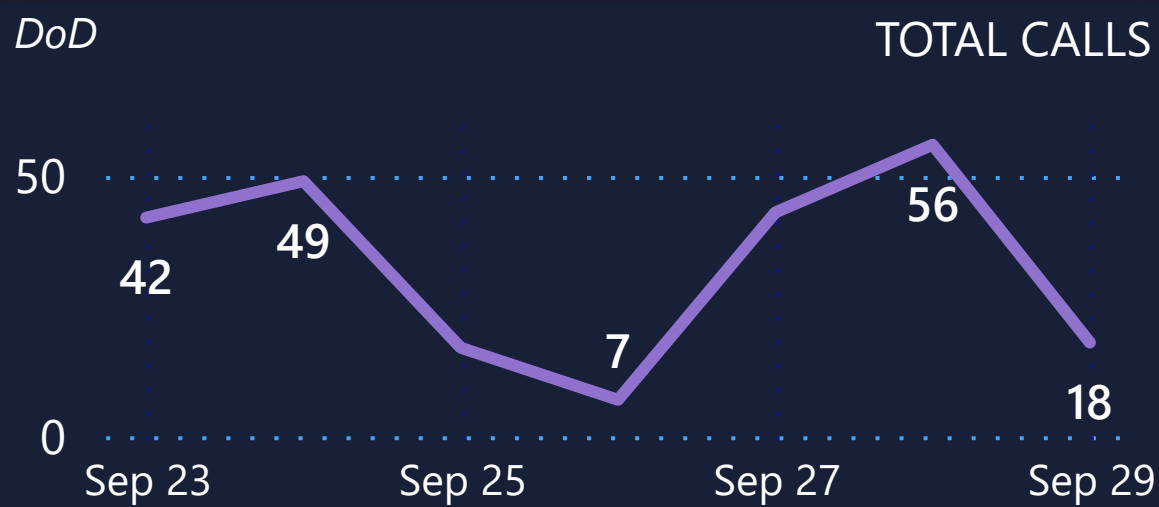
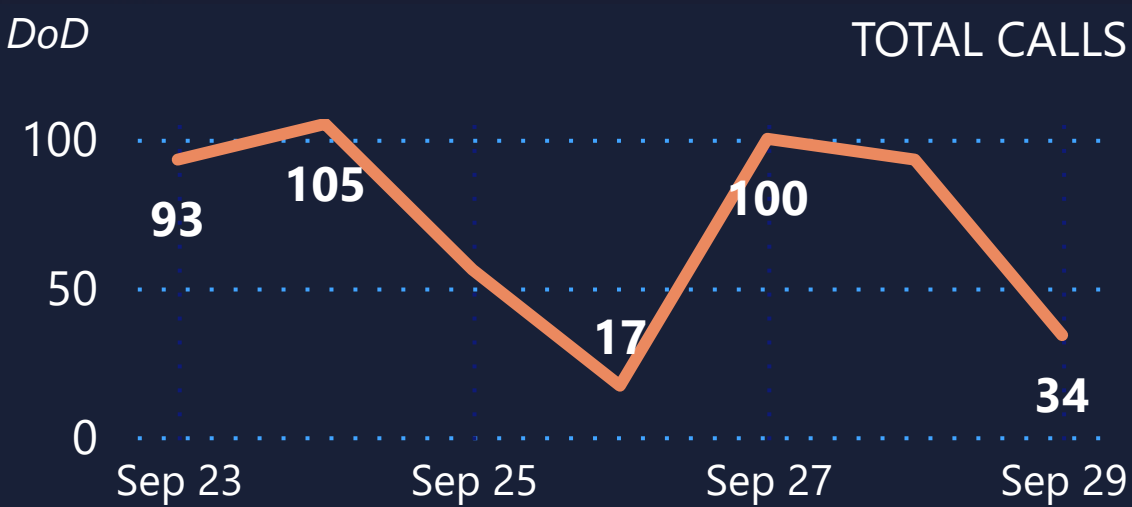
Calls Answered by Hour

0.61

Outbound

Outbound Calls Placed per Hour

0.32



Inbound Calls Answered to Outbound Calls Made
Per Hour Worked

0.93

YESTERDAY

Last Days

9/29/2021 - 9/29/2021

CSR's

- Arjay Gervacio
- Marie Toquillo
- Nathan Hawn
- NEXA Answering Service 1
- NEXA Answering Service 2
- Riley Garcia
- Robert Coulter III

Duration

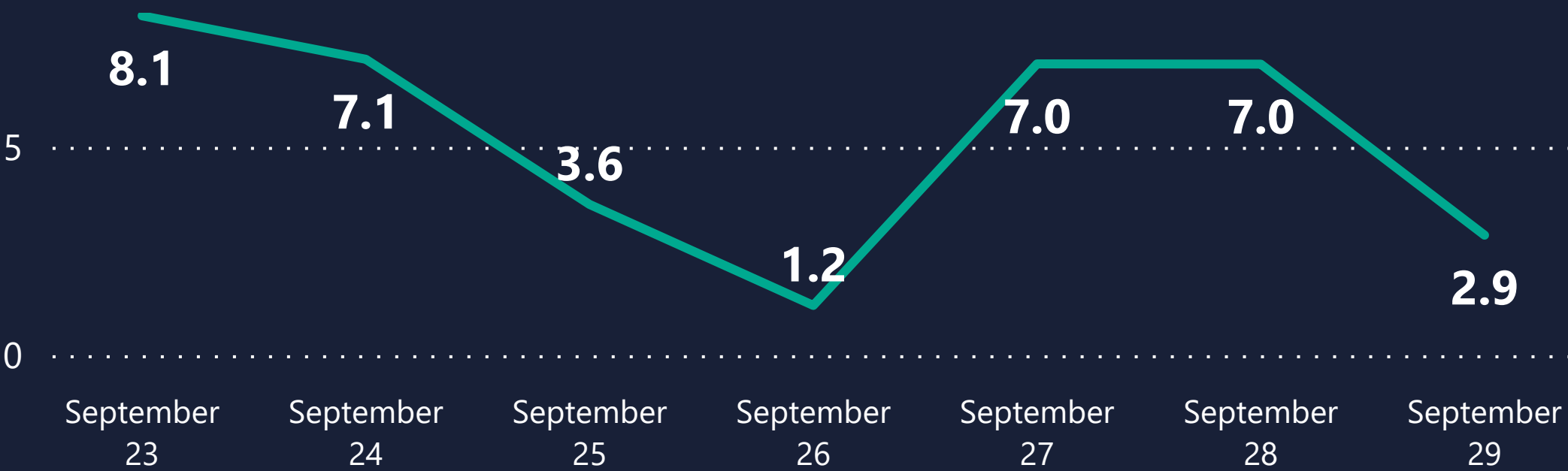
Average Call Duration

Name	Avg Call Duration (mins)
Arjay Gervacio	0.6
Marie Toquillo	0.3
Nathan Hawn	0.8
NEXA Answering Service 1	1.1
NEXA Answering Service 2	NaN
Riley Garcia	NaN
Robert Coulter III	3.1



Average Talk Time/hr in minutes

DoD



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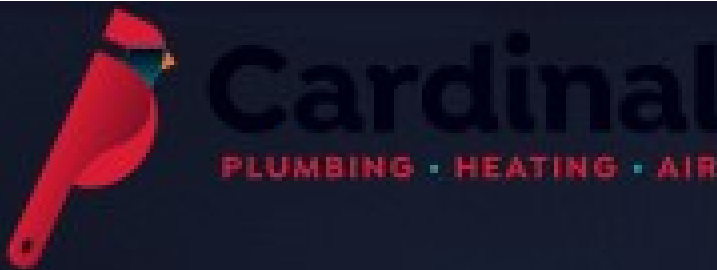
Bookings & Revenue

Yesterday

Weekly

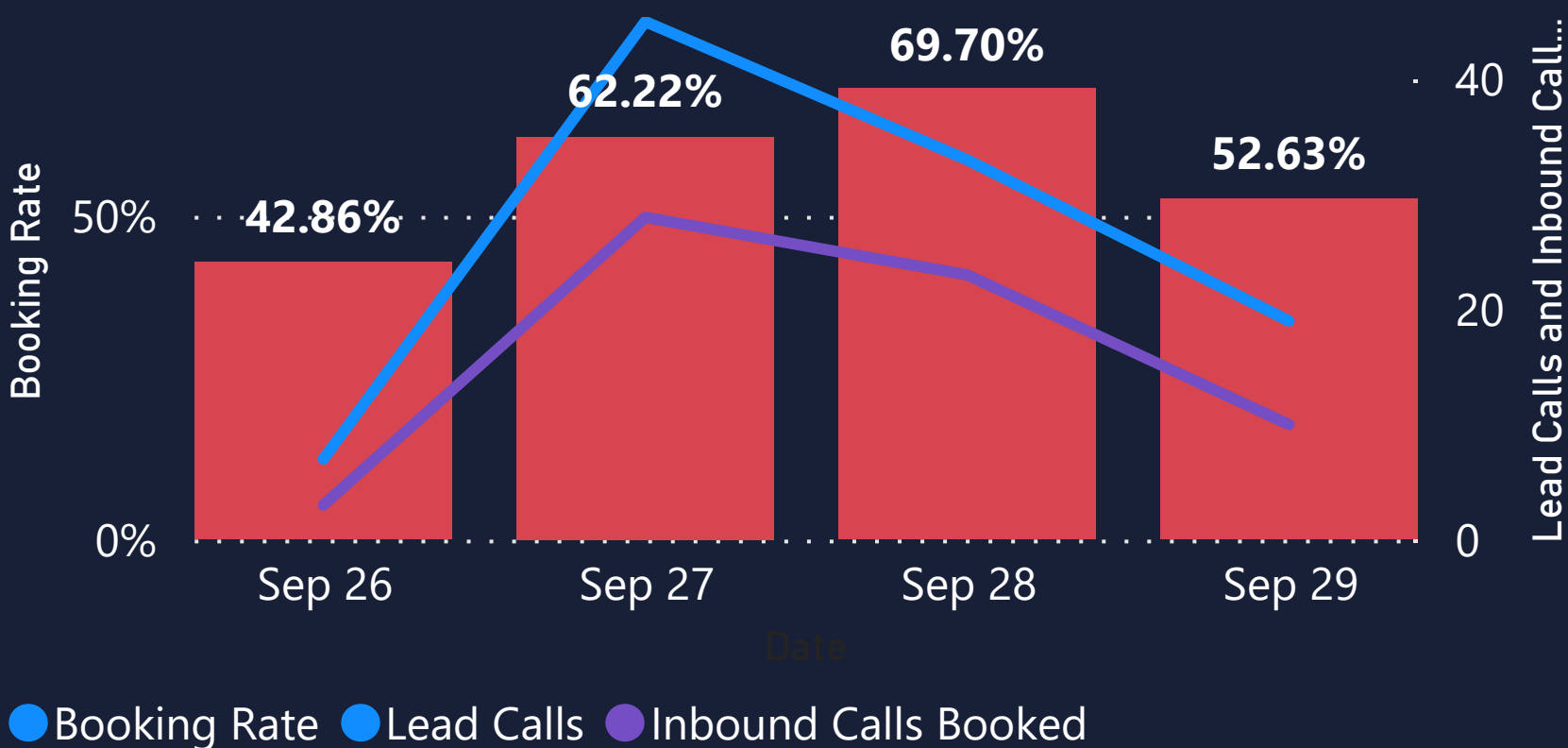
Monthly

Yearly



Bookings & Conversions

Booking Rate from Lead Calls



0

Converted Jobs Booked

12

Total Jobs Booked

YESTERDAY

Last

1

Days

9/29/2021 - 9/29/2021

CSR's

Arjay Gervacio

Marie Toquillo

Nathan Hawn

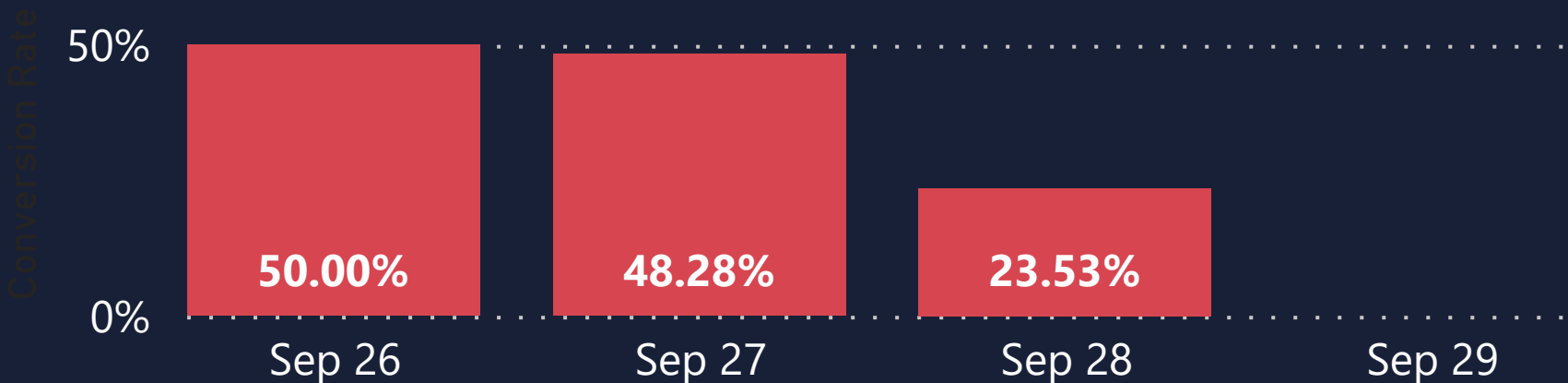
NEXA Answering Service 1

NEXA Answering Service 2

Riley Garcia

Robert Coulter III

Conversion Rate



Client Care

0.00

Scheduled Service Call Cancellation Percentage

0.07

Age of Equipment Identified Percentage

Revenue

Completed Revenue



Return





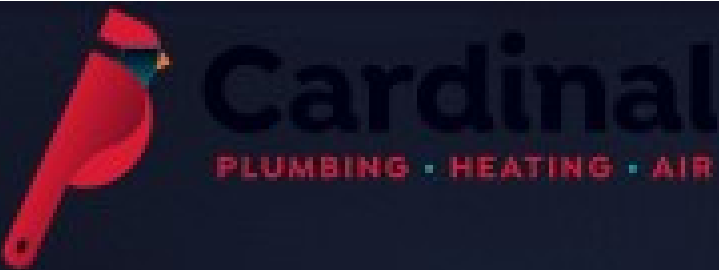
Calls

Yesterday

Weekly

Monthly

Yearly



Metrics

Weekly

Best Performers



No. Of Calls Answered

Arjay Gervacio
102

Marie Toquillo
88

NEXA Answering Service 1
35

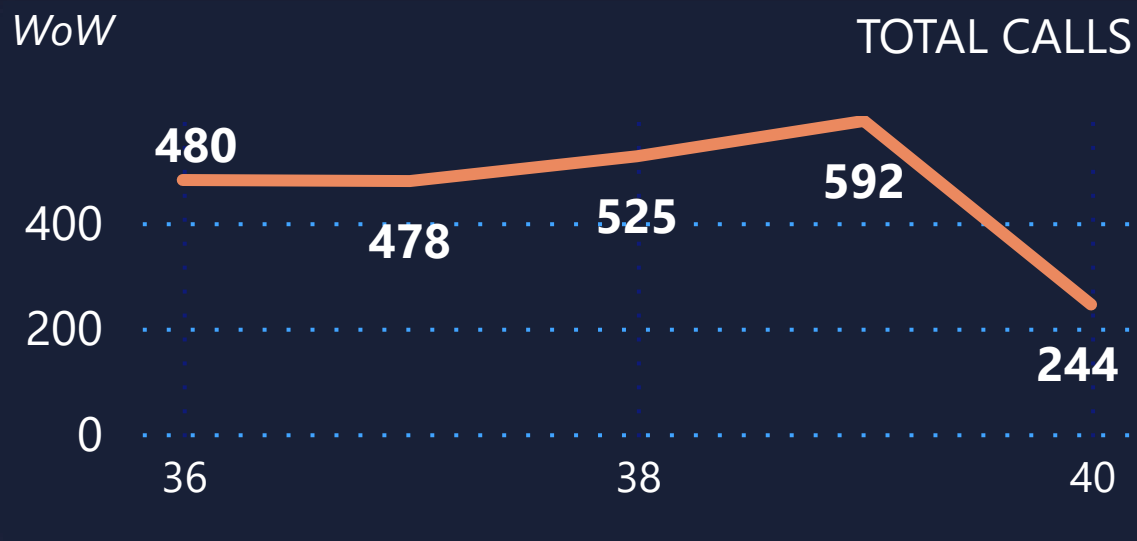


Inbound



Calls Answered by Hour

1.09

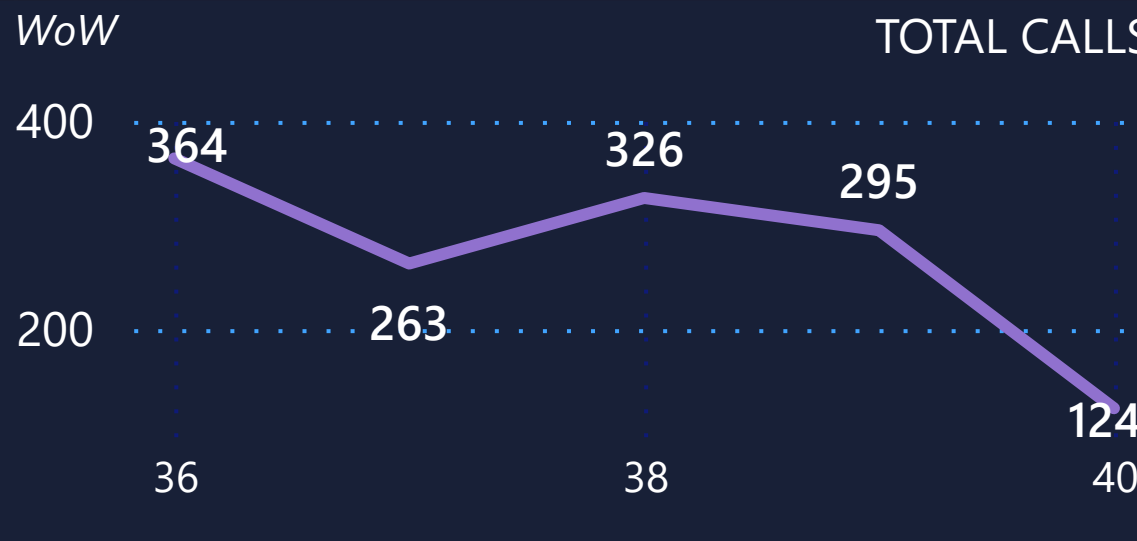


Outbound



Outbound Calls Placed per Hour

0.55



This

-

Week

9/26/2021 - 10/2/2021

CSR's

Arjay Gervacio

Marie Toquillo

Nathan Hawn

NEXA Answering Service 1

NEXA Answering Service 2

Riley Garcia

Robert Coulter III

Duration

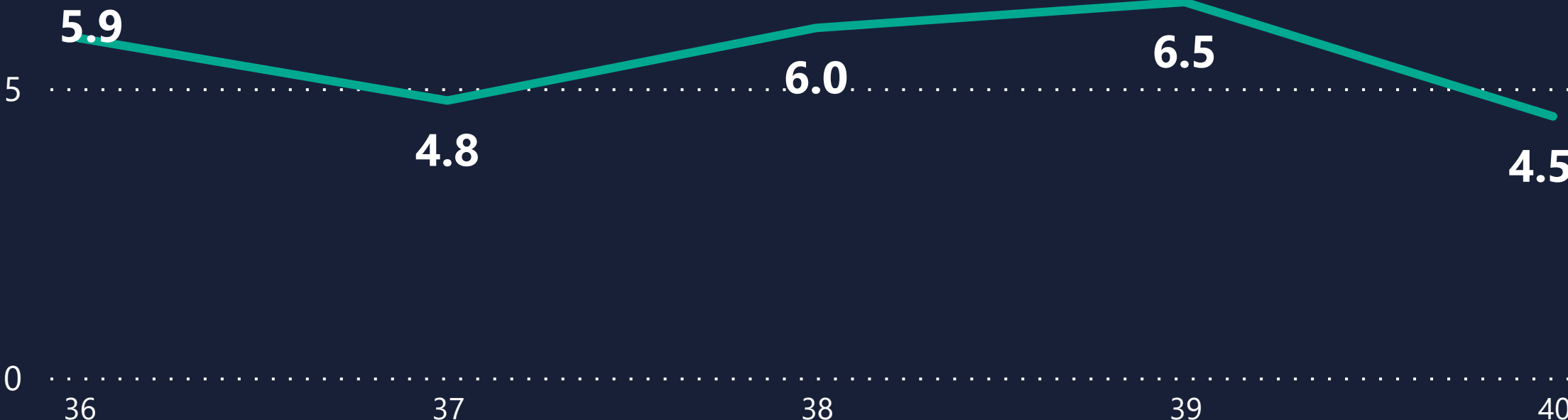
Average Call Duration



Name	Avg Call Duration (mins)
Arjay Gervacio	0.2
Marie Toquillo	NaN
Nathan Hawn	NaN
NEXA Answering Service 1	0.6
NEXA Answering Service 2	NaN
Riley Garcia	NaN
Robert Coulter III	NaN

Average Talk Time/hr in minutes

WoW



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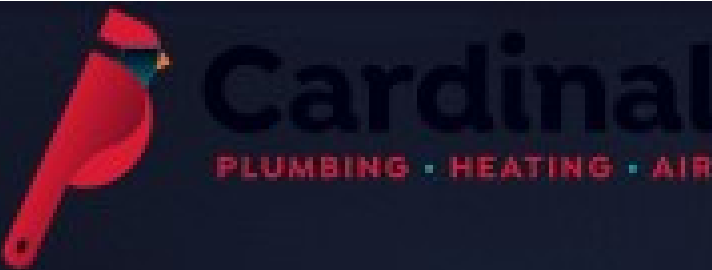
Bookings & Revenue

Yesterday

Weekly

Monthly

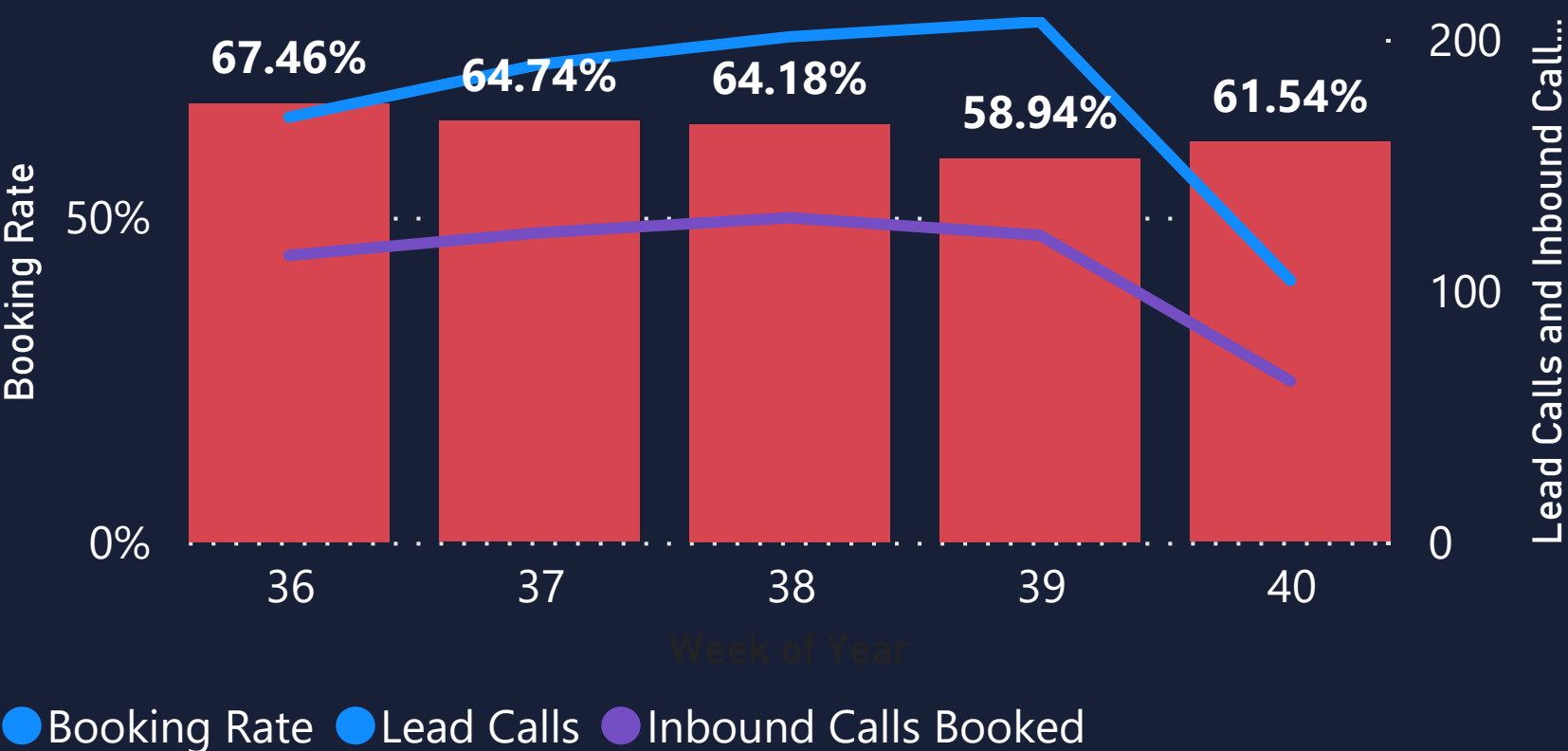
Yearly



Bookings & Conversions

Weekly

Booking Rate from Lead Calls



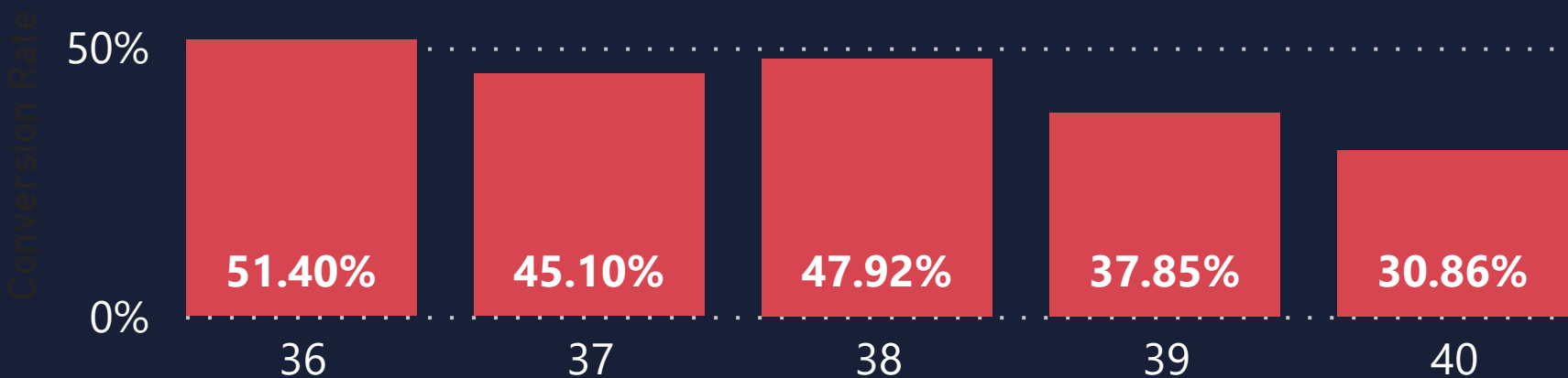
25

Converted Jobs Booked

81

Total Jobs Booked

Conversion Rate



This - Week

9/26/2021 - 10/2/2021

CSR's

Arjay Gervacio

Marie Toquillo

Nathan Hawn

NEXA Answering Service 1

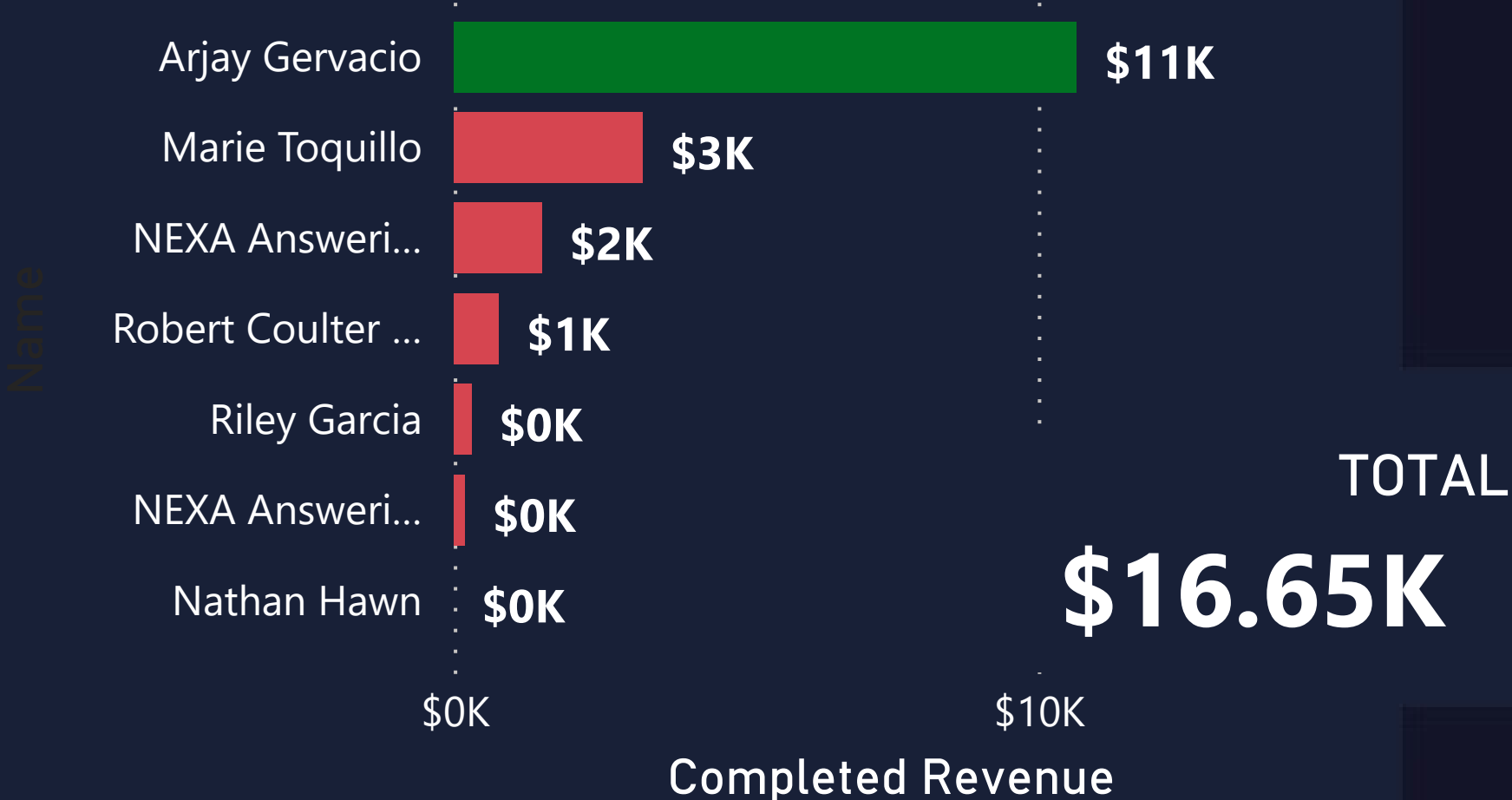
NEXA Answering Service 2

Riley Garcia

Robert Coulter III

Revenue

Completed Revenue



Client Care

0.00

Scheduled Service Call Cancellation Percentage

0.07

Age of Equipment Identified Percentage

Return





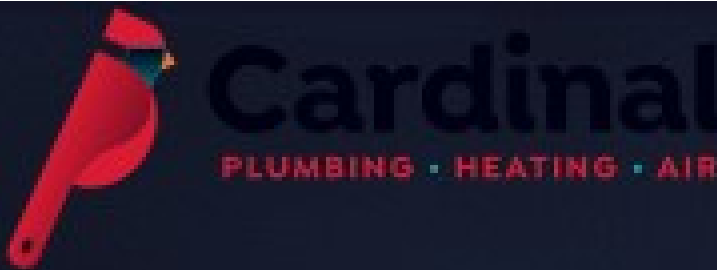
Calls

Yesterday

Weekly

Monthly

Yearly



Metrics

Best Performers



No. Of Calls Answered

Arjay Gervacio
762

NEXA Answering Service 1
363

Marie Toquillo
529



Duration

Average Call Duration

Name	Avg Call Duration (mins)
Arjay Gervacio	0.2
Marie Toquillo	NaN
Nathan Hawn	NaN
NEXA Answering Service 1	0.4
NEXA Answering Service 2	NaN
Riley Garcia	NaN
Robert Coulter III	NaN

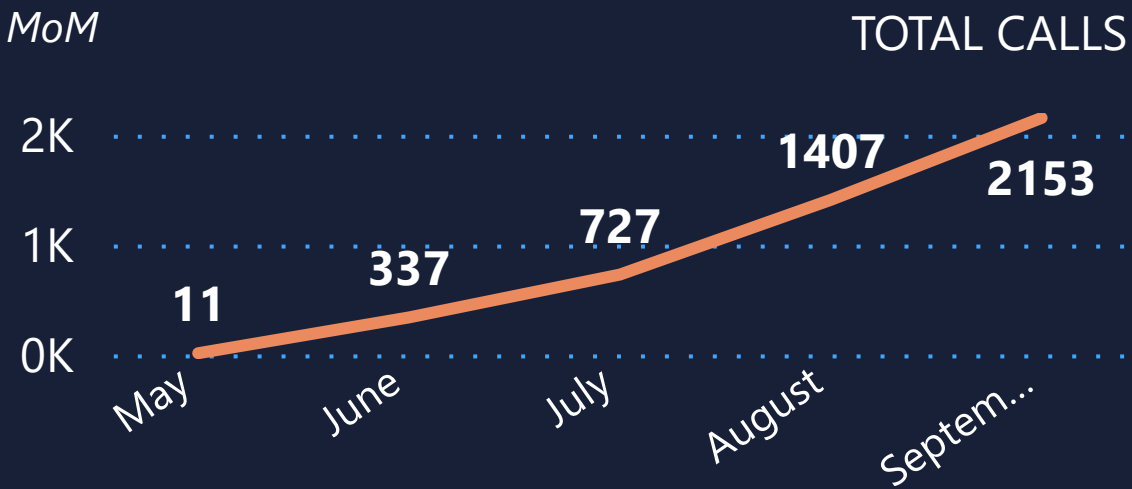


Inbound



Calls Answered by Hour

1.33

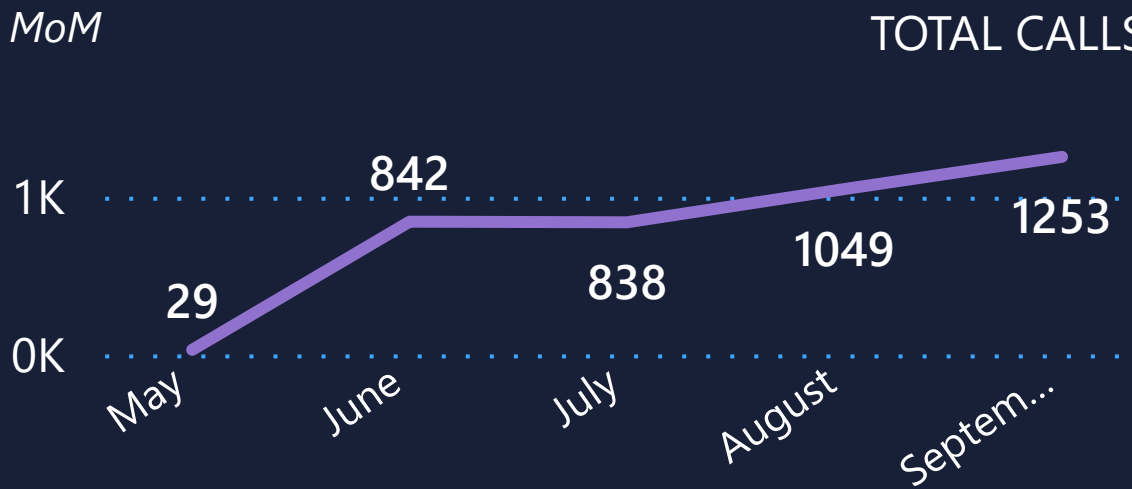


Outbound



Outbound Calls Placed per Hour

0.77



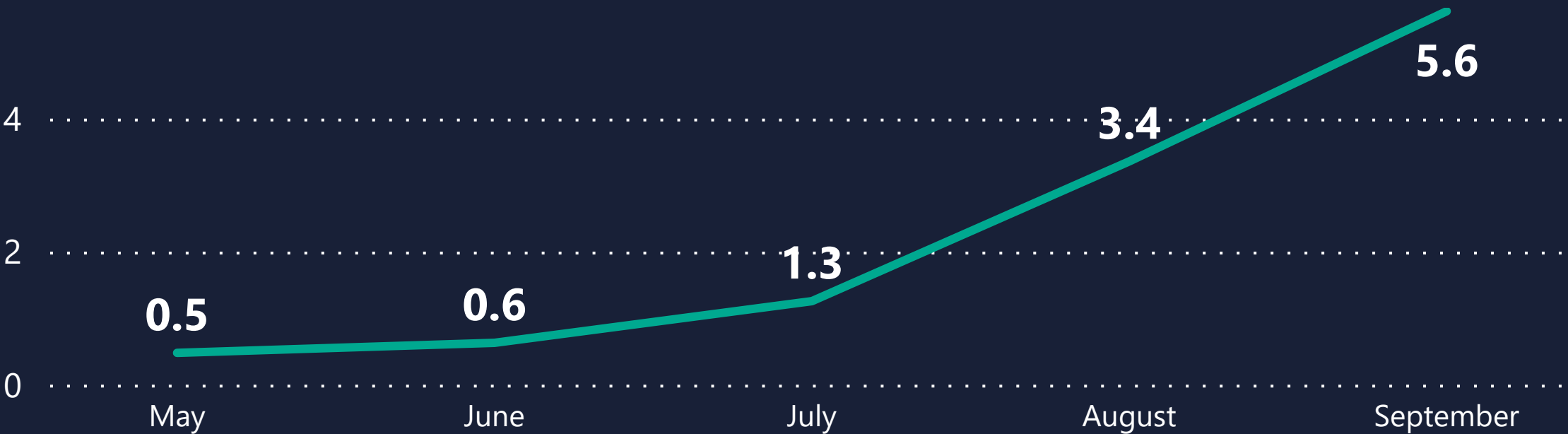
Inbound Calls Answered to Outbound Calls Made
Per Hour Worked

2.10



Average Talk Time/hr in minutes

MoM



Monthly

This

-

Month

9/1/2021 - 9/30/2021

CSR's

Arjay Gervacio

Marie Toquillo

Nathan Hawn

NEXA Answering Service 1

NEXA Answering Service 2

Riley Garcia

Robert Coulter III

Next Page





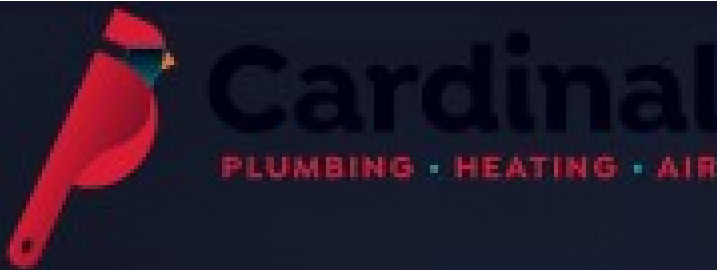
Bookings & Revenue

Yesterday

Weekly

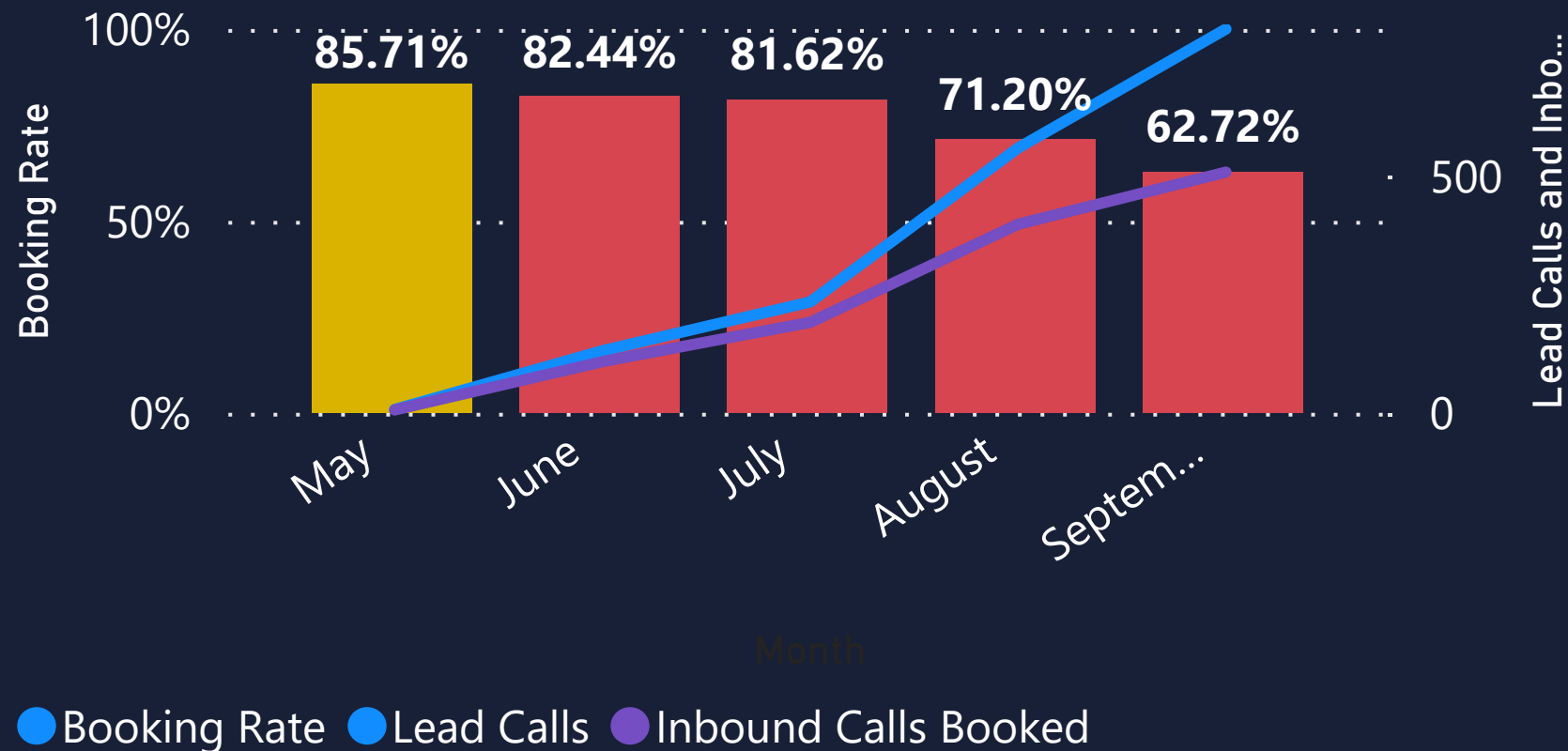
Monthly

Yearly



Bookings & Conversions

Booking Rate from Lead Calls



320

Converted Jobs Booked

724

Total Jobs Booked

Monthly

This ▾

-

Month ▾

9/1/2021 - 9/30/2021

CSR's

Arjay Gervacio

Marie Toquillo

Nathan Hawn

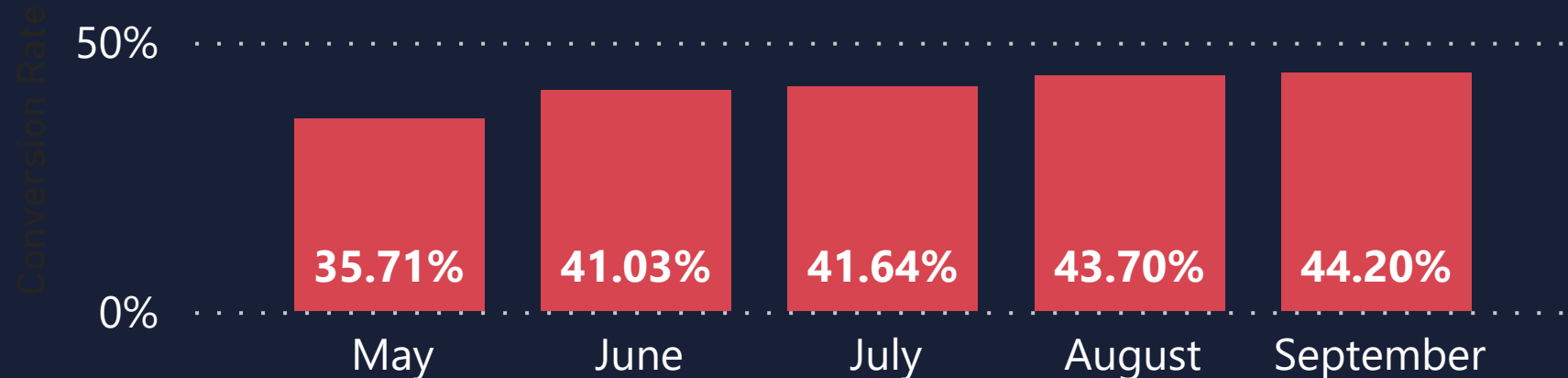
NEXA Answering Service 1

NEXA Answering Service 2

Riley Garcia

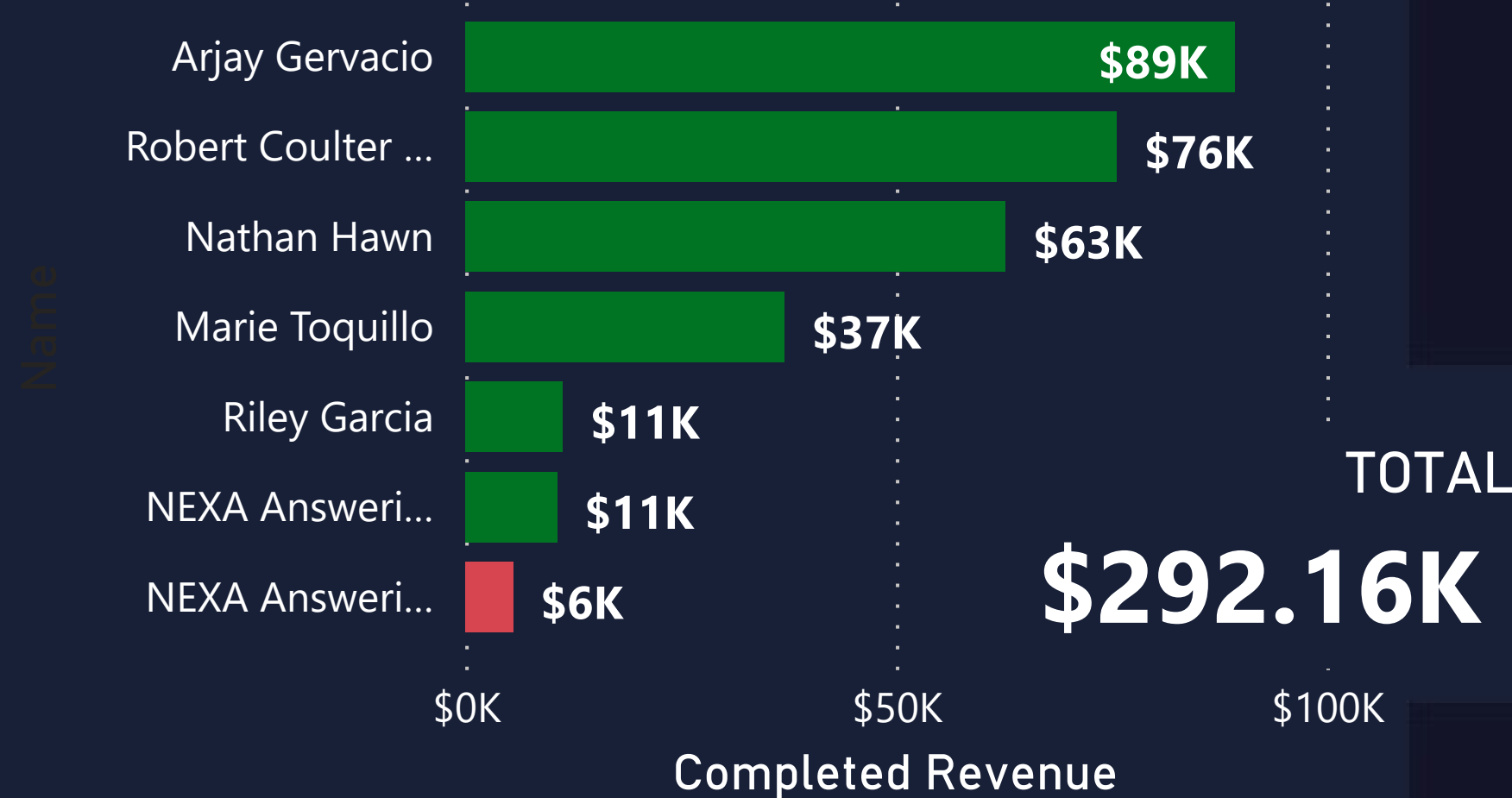
Robert Coulter III

Conversion Rate



Revenue

Completed Revenue



Client Care

0.00

Scheduled Service Call Cancellation Percentage

0.07

Age of Equipment Identified Percentage

Return





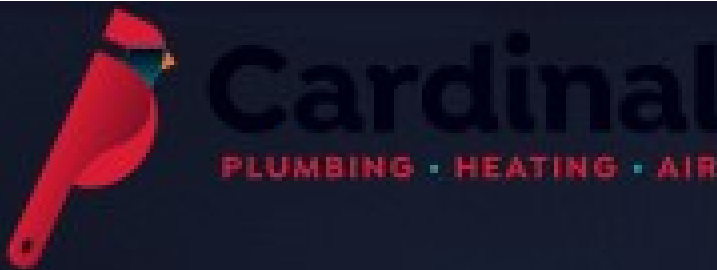
Calls

Yesterday

Weekly

Monthly

Yearly



Metrics

Yearly

Best Performers

No. Of Calls Answered

Nathan Hawn
2617

Robert Coulter III
1004

Marie Toquillo
1057



Inbound

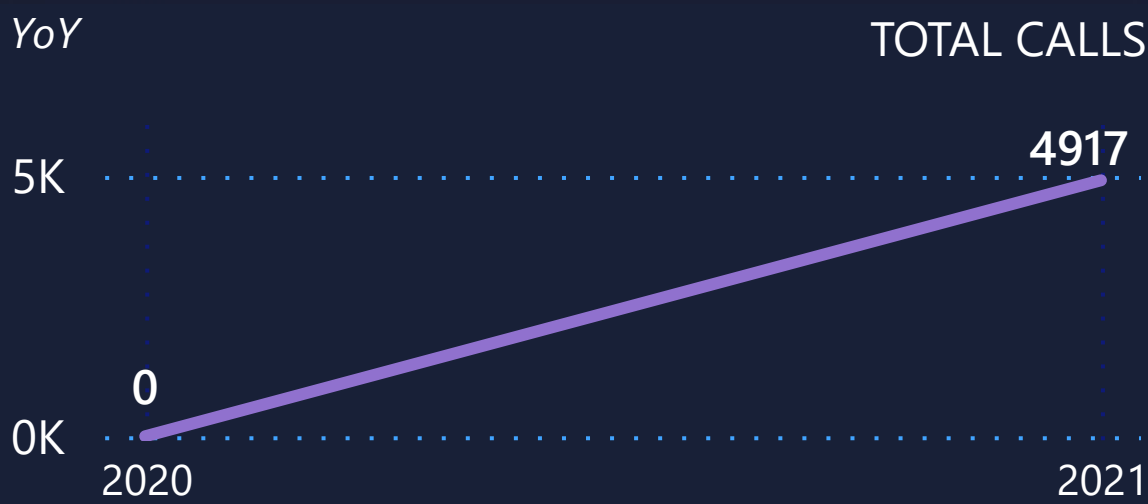
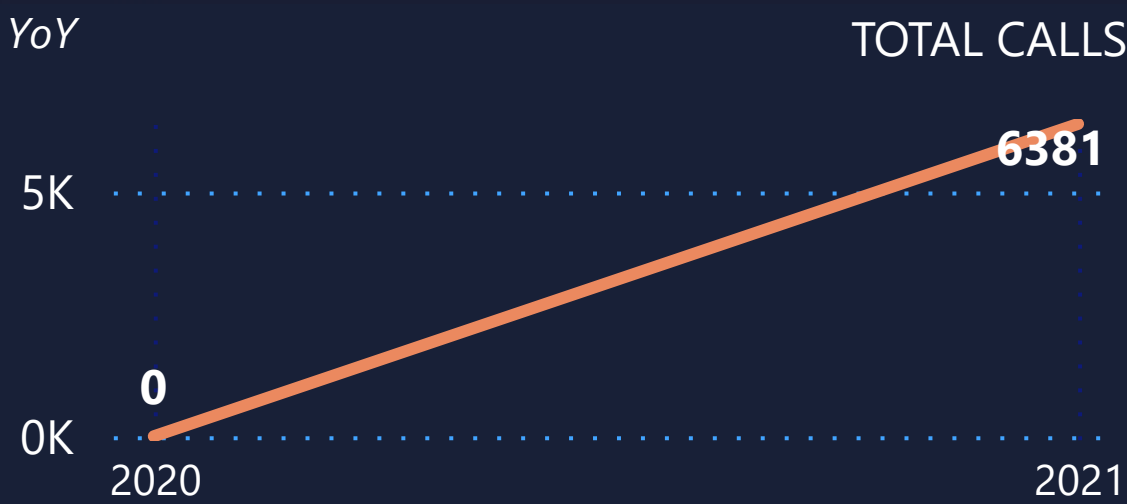
Outbound

Calls Answered by Hour

0.42

Outbound Calls Placed per Hour

0.32



Inbound Calls Answered to Outbound Calls Made
Per Hour Worked

0.74

This - Year

1/1/2021 - 12/31/2021

CSR's

Arjay Gervacio

Marie Toquillo

Nathan Hawn

NEXA Answering Service 1

NEXA Answering Service 2

Riley Garcia

Robert Coulter III

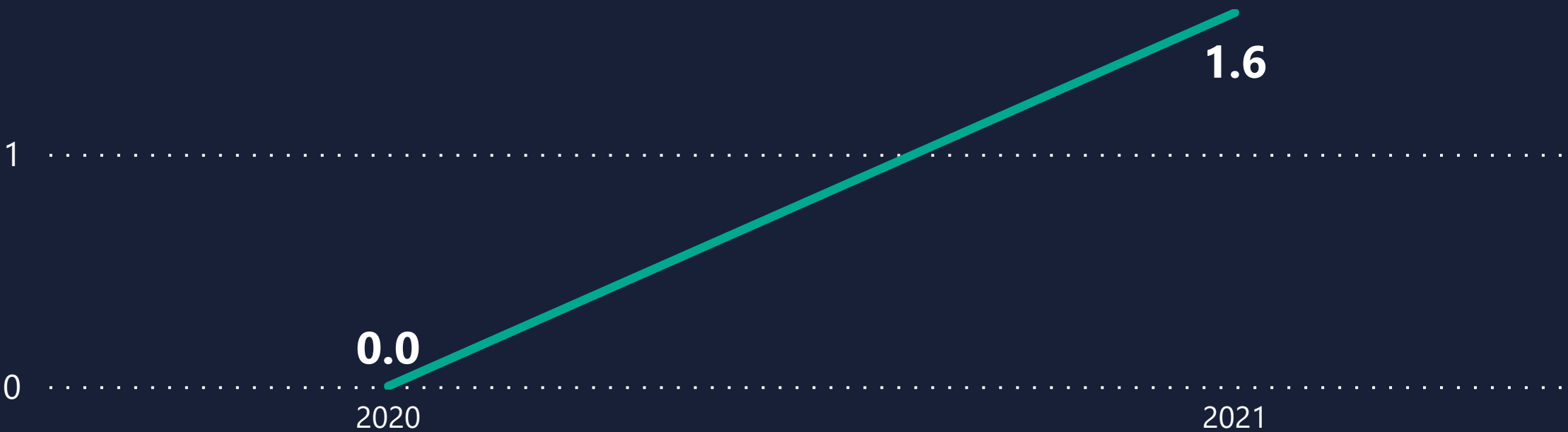
Duration

Average Call Duration

Name	Avg Call Duration (mins)
Arjay Gervacio	NaN
Marie Toquillo	NaN
Nathan Hawn	NaN
NEXA Answering Service 1	NaN
NEXA Answering Service 2	NaN
Riley Garcia	NaN
Robert Coulter III	NaN

Average Talk Time/hr in minutes

YoY



Next Page





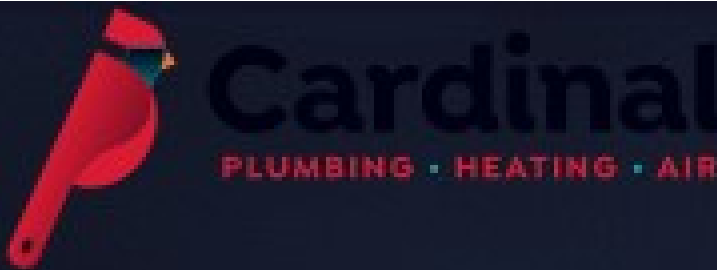
Bookings & Revenue

Yesterday

Weekly

Monthly

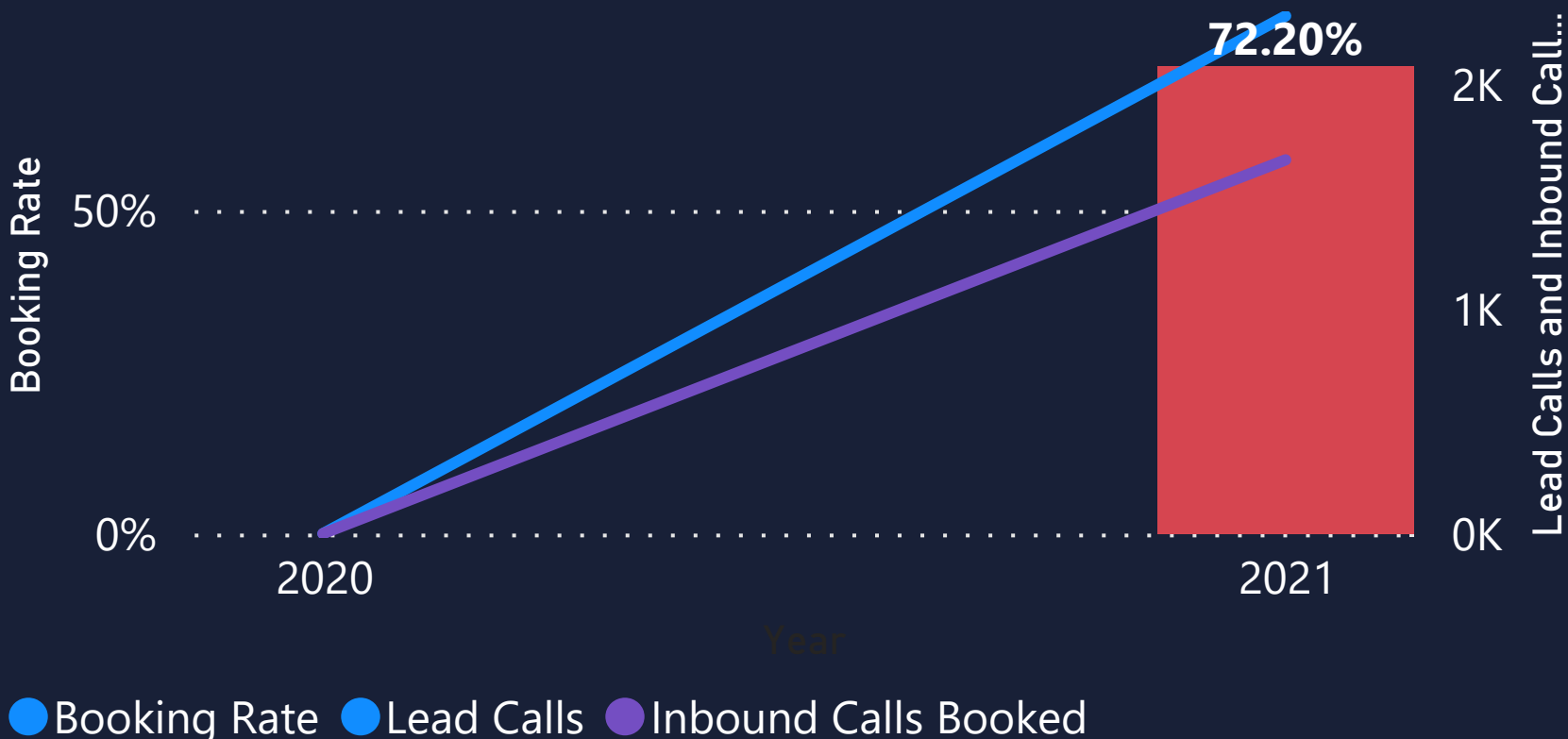
Yearly



Bookings & Conversions

Yearly

Booking Rate from Lead Calls



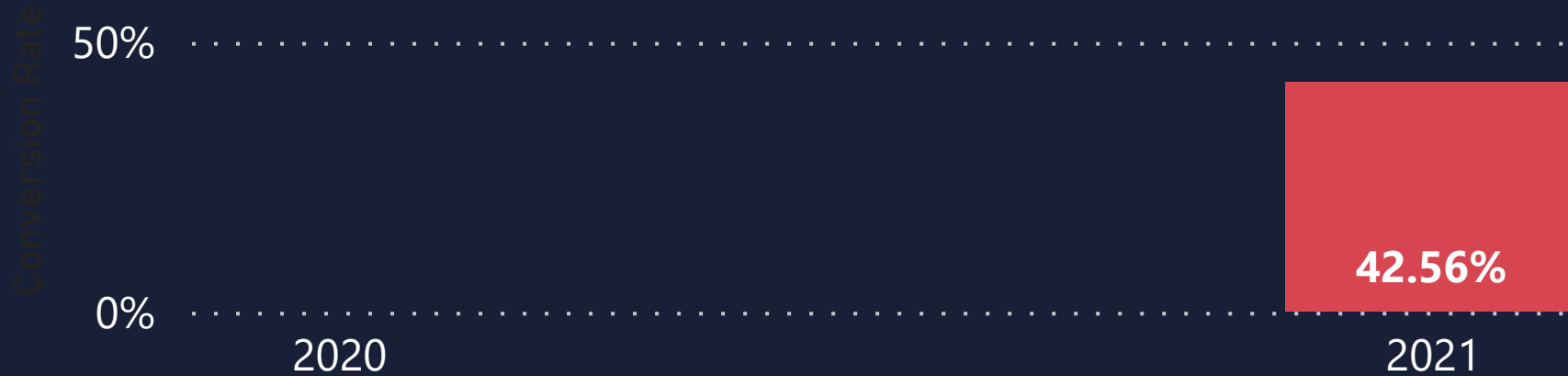
1127

Converted Jobs Booked

2648

Total Jobs Booked

Conversion Rate



This - Year

1/1/2021 - 12/31/2021

CSR's

Arjay Gervacio

Marie Toquillo

Nathan Hawn

NEXA Answering Service 1

NEXA Answering Service 2

Riley Garcia

Robert Coulter III

Revenue

Completed Revenue



Client Care

0.00

Scheduled Service Call Cancellation Percentage

0.07

Age of Equipment Identified Percentage

Return

