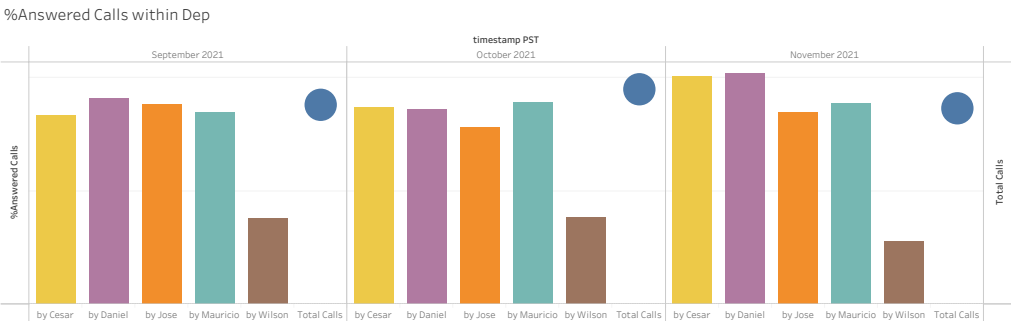
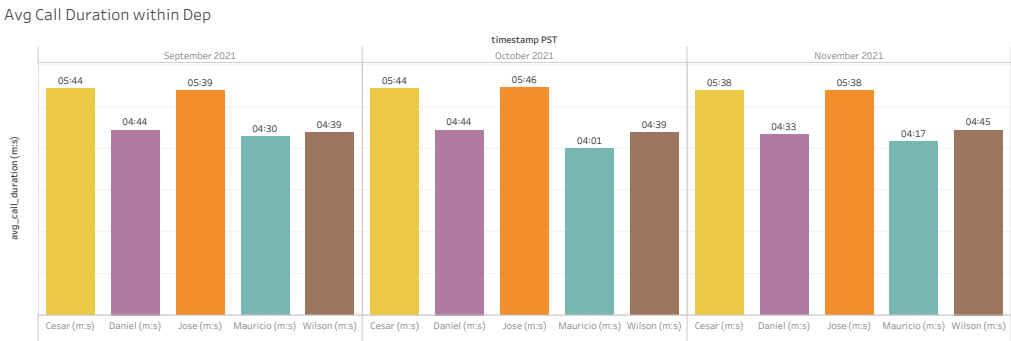


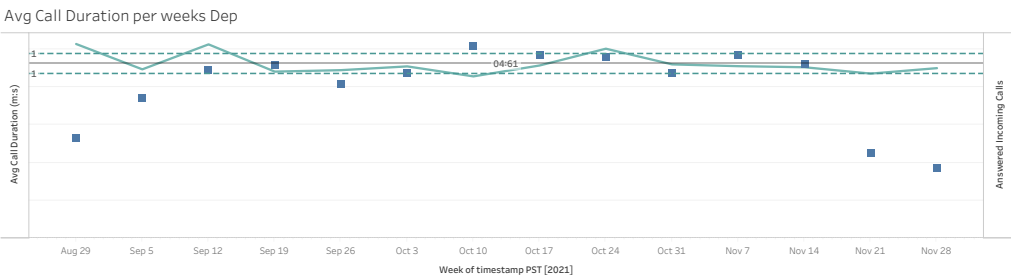
%Answered Calls within Dep



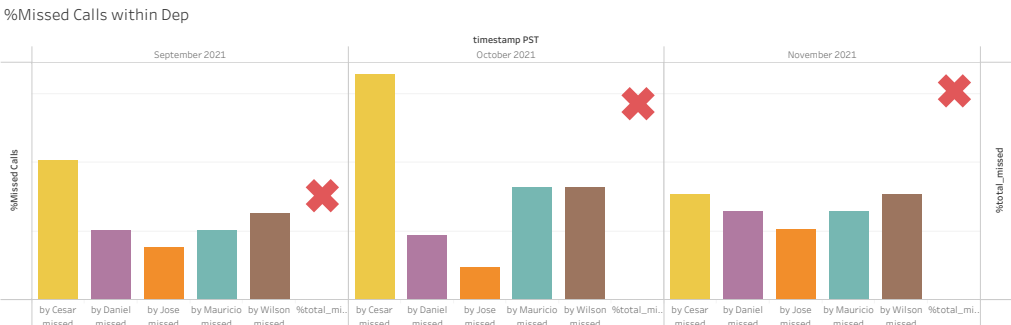
Avg Call Duration within Dep



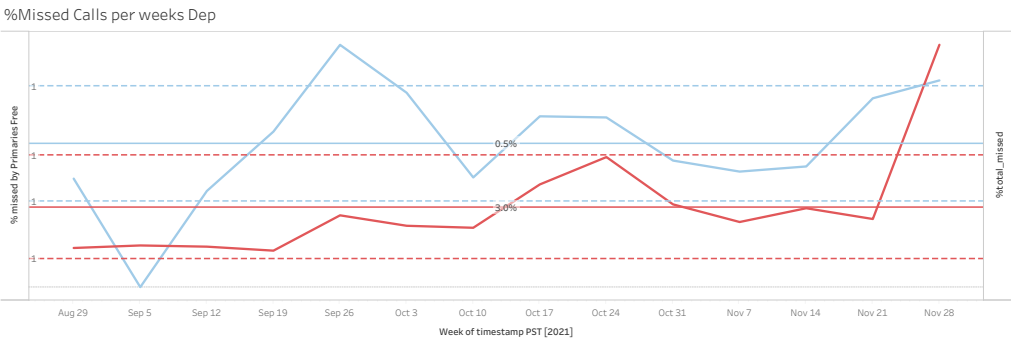
Avg Call Duration per weeks Dep



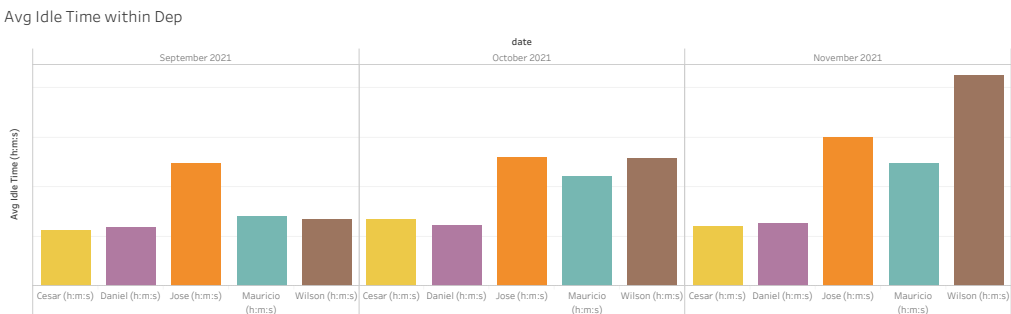
%Missed Calls within Dep



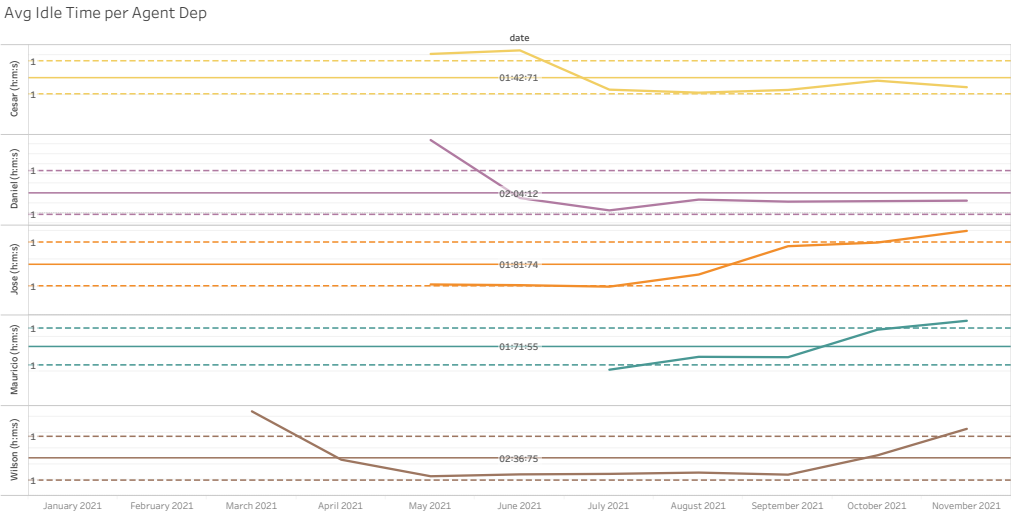
%Missed Calls per weeks Dep



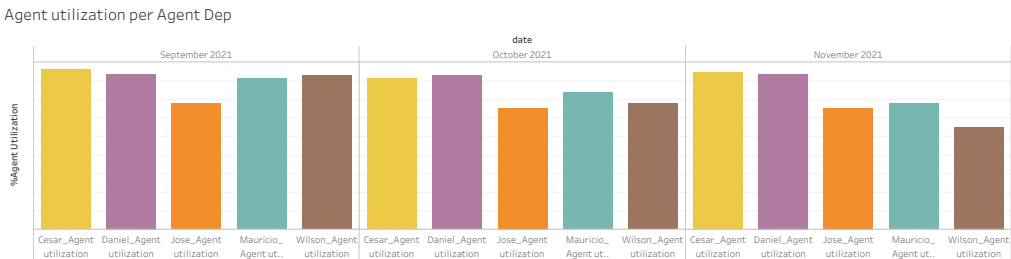
Avg Idle Time within Dep



Avg Idle Time per Agent Dep



Agent utilization per Agent Dep



Avg_Agent utilization Dep

