98975

Total Number of Calls

87297

Total Number of Calls Within SLA

11678

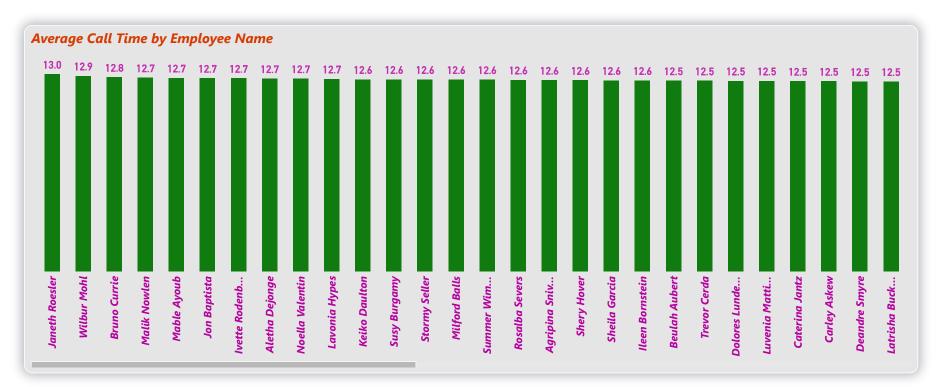
Total Number of Calls Outside SLA

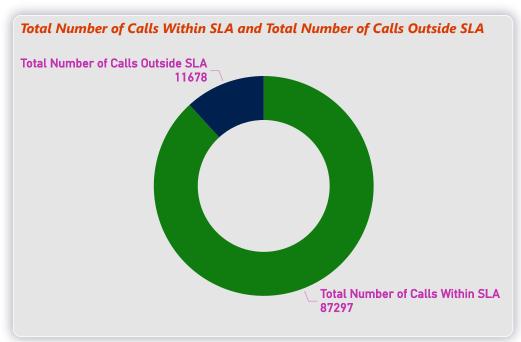
88.20%

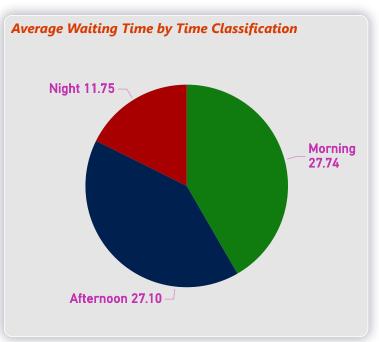
Percentage of Calls Within SLA

11.80%

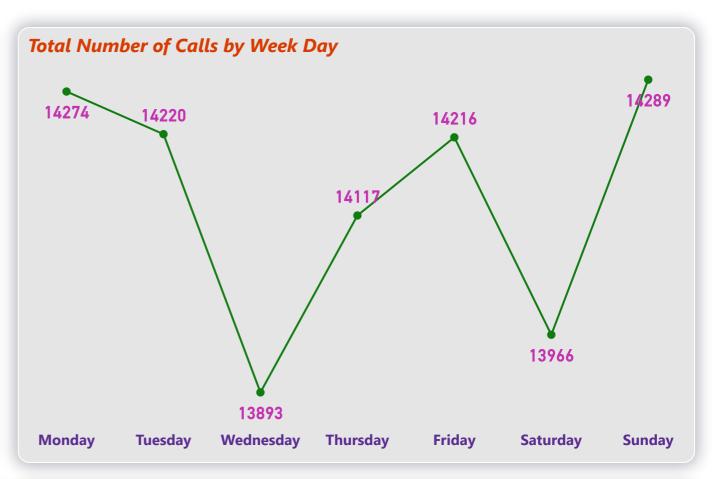
Percentage of Calls Outside SLA

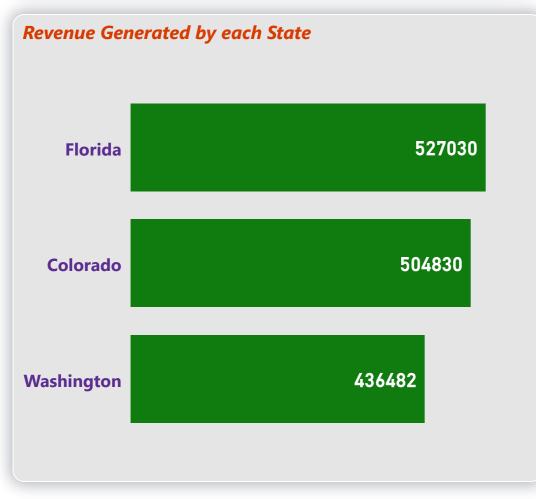


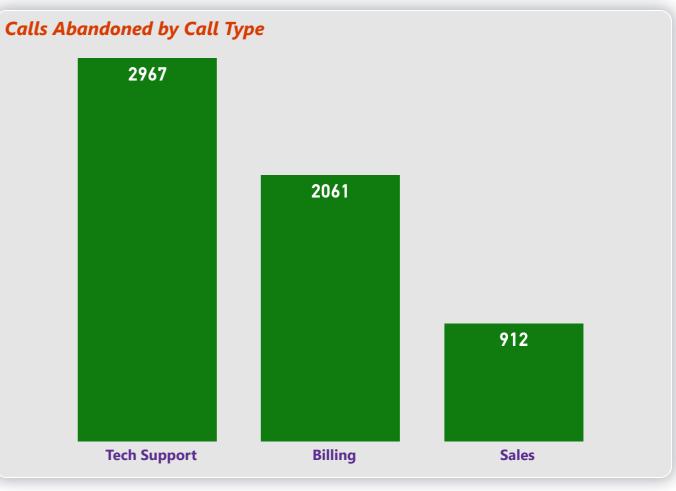












Percentage of calls answered Within SLA by each Employee

| 89.87% | 89.47% | 89.41% | 86.39% | 88.38% | 89.24% | 89.19% | 89.18% | 89.11% | %60'68 | 89.07% | %90'68 | 89.05% | 89.04% | 88.93% | 88.92% | 88.90% | 88.75% | 88.74% | %99'88 | %89.88 | 88.61% | 88.58% | 88.55% | 88.52% | 88.45% | 88.45% | 88.42% | 88.41% | 88.36% | 88.28% | 88.25% | 88.25% | 88.18% | 88.15% | 88.08% |
|-------------|--------------|----------------|--------------|--------------|--------------------|---------------|----------------|------------------|-------------|----------------|----------------|-----------------|------------------|----------------|----------------|---------------|-------------------|-----------------|-----------------|---------------|--------------------|-------------|----------------|---------------|----------------|----------------|-------------|----------------|---------------|--------------|----------------|--------------|------------|------------------|---------------|
| Mable Ayoub | Onita Trojan | Ursula Granato | Malik Nowlen | Susy Burgamy | Janice Clatterbuck | Krysta Favero | Adrianna Duque | Agripina Snively | Junie Grant | Janeth Roesler | Margot Armbrus | Racheal Waddell | Brittanie Ballin | Rafael Langton | Larissa Drouin | Tameka Ostrow | Luvenia Mattinson | Ghislaine Alban | lleen Bornstein | Jenni Brammer | Harrison Finlayson | Morton Goff | Karren Shaddix | Keiko Daulton | Aletha Dejonge | Rosalba Severs | Wilbur Mohl | Wynona Hornick | Debora Wilker | Bruno Currie | Summer Wimbish | Aleida Singh | Mireya Paz | Ivette Rodenberg | Deandre Smyre |

