

General View

Revenue View

HR View

Year  
All

Month  
All

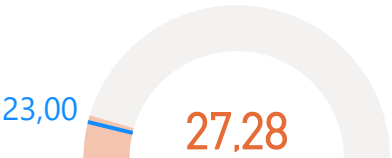
State  
CO FL WA

MARKET PROS

Total Call Number

132K

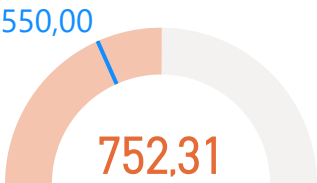
Wait Time Average



Highest Wait Time

305

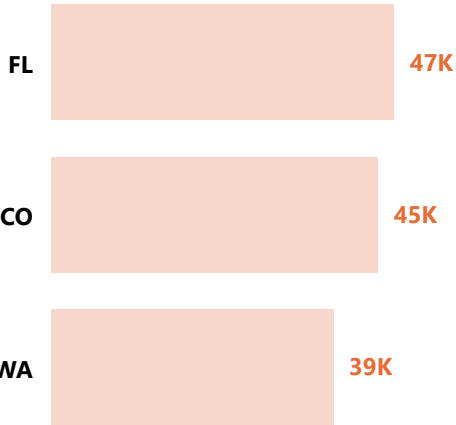
Call Duration Average



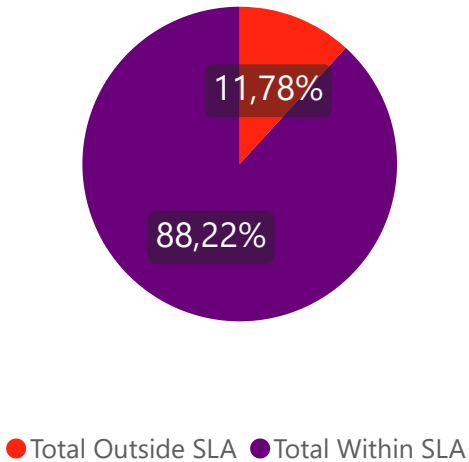
Highest Call Duration

1537

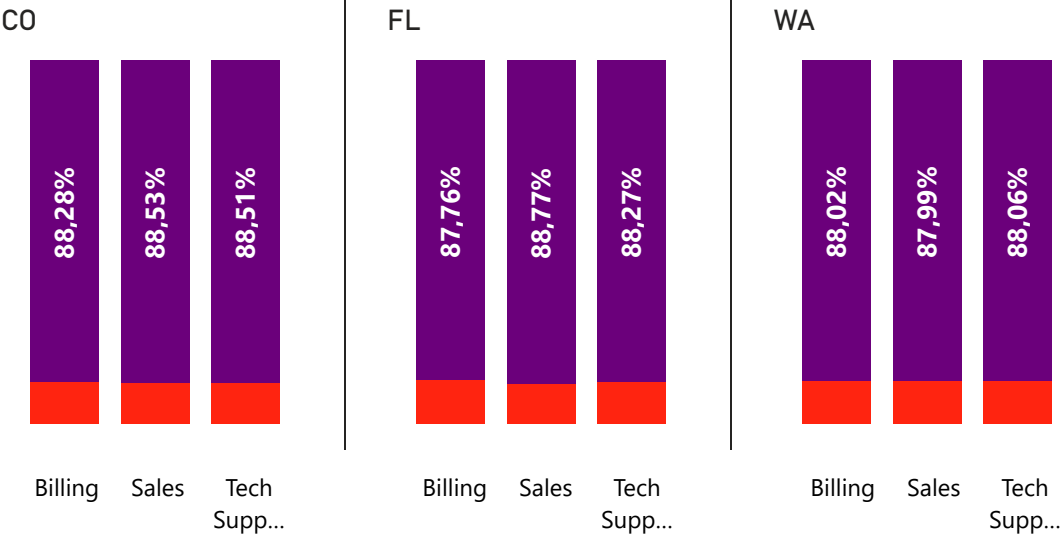
Number Of Calls by State



Outside SLA / Within SLA Rate



Outside SLA / Within SLA Rate By Call Type & State



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State

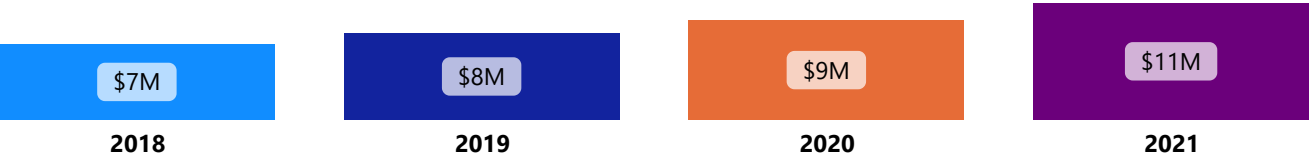
CO

FL

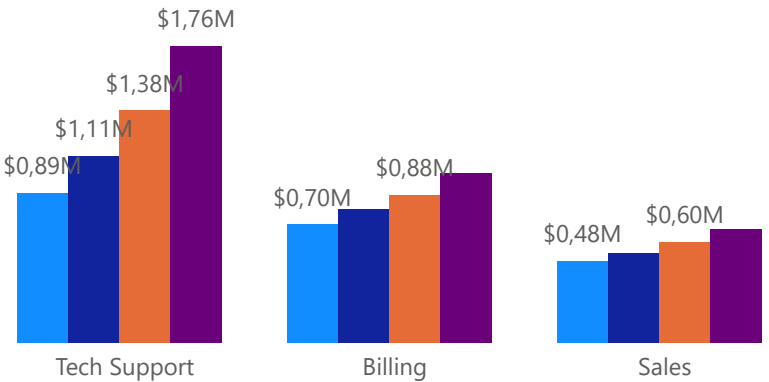
WA

MARKET PROS

Revenue Evolution Over Years



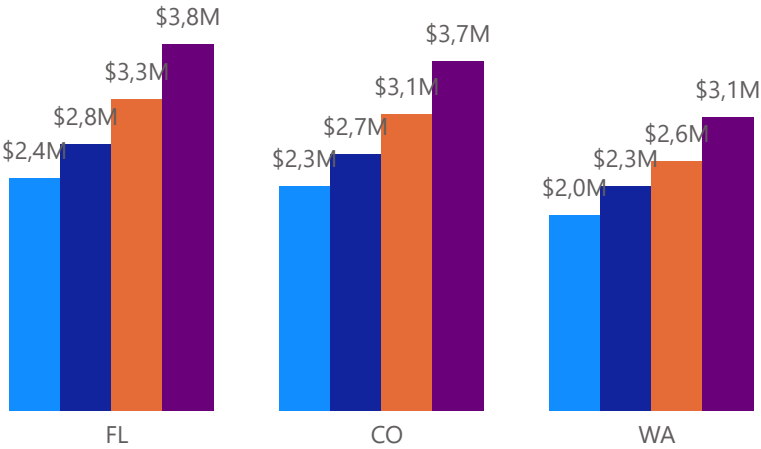
Revenue By Call Type Over Years



Revenue By Call Type & State Over Years

Call Type Description	State	Global Revenue	Global Revenue PY	Global Revenue YoY Growth	Global Revenue YoY Growth %	Global Revenue YTD
Tech Support	FL	\$6 151 514	\$4 238 297	\$1 913 217	45 %	\$1 913 217
Tech Support	CO	\$5 935 608	\$4 099 474	\$1 836 134	45 %	\$1 836 134
Tech Support	WA	\$5 000 088	\$3 480 272	\$1 519 816	44 %	\$1 519 816
Billing	FL	\$4 116 417	\$2 843 474	\$1 272 943	45 %	\$1 272 943
Billing	CO	\$3 898 026	\$2 691 300	\$1 206 726	45 %	\$1 206 726
Billing	WA	\$3 412 359	\$2 367 714	\$1 044 645	44 %	\$1 044 645
Sales	FL	\$2 042 746	\$1 394 218	\$648 528	47 %	\$648 528
Sales	CO	\$1 943 310	\$1 335 768	\$607 543	45 %	\$607 543
Sales	WA	\$1 662 422	\$1 155 151	\$507 271	44 %	\$507 271
Total		\$34 162 490	\$23 605 667	\$10 556 823	45 %	\$10 556 823

Revenue By State Over Years





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State

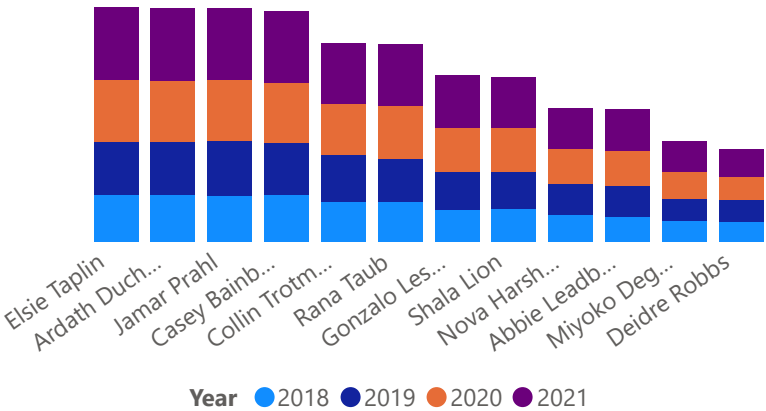
CO

FL

WA

MARKET PROS

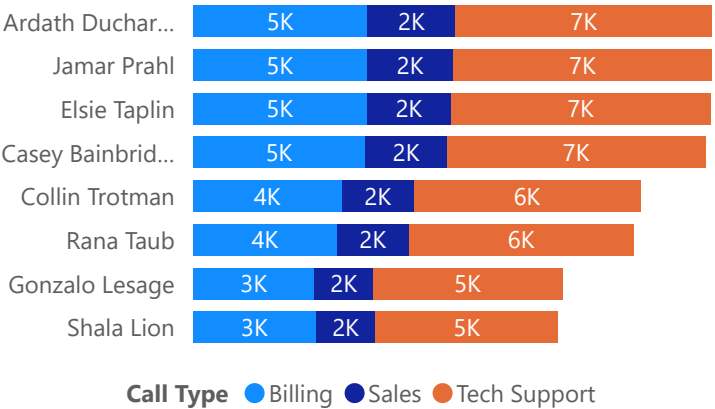
Global Revenue By Manager Over Years



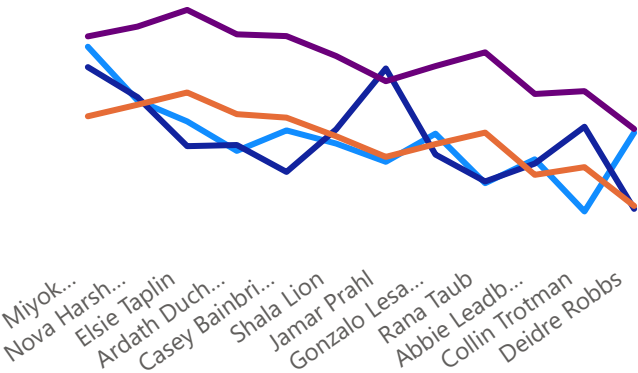
Managers Performance Overview

Manager Name	State	Number Of Calls	Average Wait Time	Average Call Duration	Total Within SLA	Total Outside SLA	Global Revenue	Global Revenue
Abbie Leadbetter	FL	8266	27,29	745,56	7280	986	\$2 128 737	\$1 463 000
Ardath Ducharme	FL	14533	27,86	754,04	12778	1755	\$3 777 560	\$2 604 000
Casey Bainbridge	FL	14346	26,13	753,35	12719	1627	\$3 721 558	\$2 569 000
Collin Trotman	WA	12521	26,88	745,17	11071	1450	\$3 208 917	\$2 230 000
Deidre Robbs	WA	5871	24,82	740,64	5220	651	\$1 486 407	\$1 047 000
Elsie Taplin	CO	14479	27 14	758 32	12787	1692	\$3 785 056	\$2 609 000
Total		131821	27,28	752,31	116297	15524	\$34 162 490	\$23 605 000

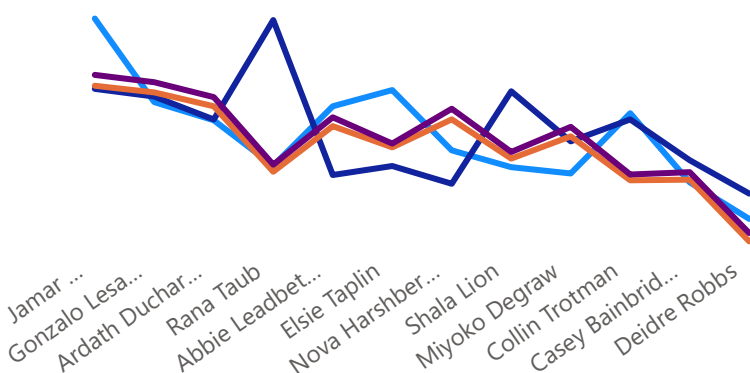
Total Calls By Manager & Call Type



Average Call Duration By Manager Over Years



Average Wait Time By Manager Over Years





General View

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All

Month

All

State

CO

FL

WA

MARKET PROS

Employee Performance Overview

Employee Name	State	Manager Name	Number Of Calls	Average Wait Time	Average Call Duration	Global Revenue	Global Revenue PY	Global Revenue YoY Growth	Global Revenue YoY Growth %
Eda Bumbrey	CO	Rana Taub	2094	29,67	743,53	\$542 575	\$363 666	\$178 910	49 %
Sheila Garcia	CO	Elsie Taplin	2134	27,62	764,12	\$565 840	\$381 055	\$184 784	48 %
Sheba Ary	FL	Gonzalo Lesage	2109	29,87	750,27	\$550 107	\$371 282	\$178 825	48 %
Tameka Ostrow	FL	Casey Bainbridge	2073	25,39	748,41	\$538 077	\$365 090	\$172 987	47 %
Rafael Langton	CO	Elsie Taplin	2047	25,81	753,12	\$534 056	\$362 630	\$171 426	47 %
Blythe Welles	FL	Ardath Ducharme	2130	27,42	753,76	\$554 757	\$378 036	\$176 721	47 %
Dorathy Staiger	FL	Abbie Leadbetter	2045	29,06	745,23	\$527 936	\$360 257	\$167 679	47 %
Alla Winkel	FL	Ardath Ducharme	2065	30,49	744,67	\$532 246	\$363 282	\$168 964	47 %
Stormy Seller	CO	Elsie Taplin	2080	29,44	768,03	\$552 944	\$377 558	\$175 385	46 %
Ghislaine Alban	FL	Abbie Leadbetter	2052	26,52	738,94	\$525 213	\$359 108	\$166 106	46 %
Latrisha Buckalew	CO	Rana Taub	2098	26,94	762,23	\$552 285	\$377 667	\$174 618	46 %
Ileen Bornstein	FL	Gonzalo Lesage	2050	26,45	757,03	\$536 867	\$367 870	\$168 997	46 %
Janeth Roesler	WA	Miyoko Degraw	2069	26,11	784,77	\$560 638	\$384 222	\$176 416	46 %
Carley Askew	CO	Nova Harshberger	2071	27,28	758,89	\$542 823	\$372 045	\$170 778	46 %
Ivette Rodenberg	FL	Gonzalo Lesage	2110	28,38	764,58	\$557 336	\$382 162	\$175 174	46 %
Jon Baptista	WA	Jamar Prah	2139	29,09	764,83	\$564 913	\$387 687	\$177 226	46 %
Chantell Tibbits	WA	Jamar Prah	2200	29,82	749,59	\$569 463	\$390 830	\$178 633	46 %
Delana Lundgren	CO	Shalee Lian	2060	27,44	758,68	\$540 334	\$371 082	\$169 252	46 %
Total			131821	27,28	752,31	\$34 162 490	\$23 605 667	\$10 556 823	45 %