

Select date range ▾

Last_Name ▾

Performance Indicators**Total Calls**

9,621

Total Chats

21,592

Total Calls & Chats

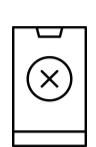
31,213

Avg Handle Time (Min.)

12.69

Total Chats Rejected + No Answer

74

Total Calls Rejected + No Answer

156

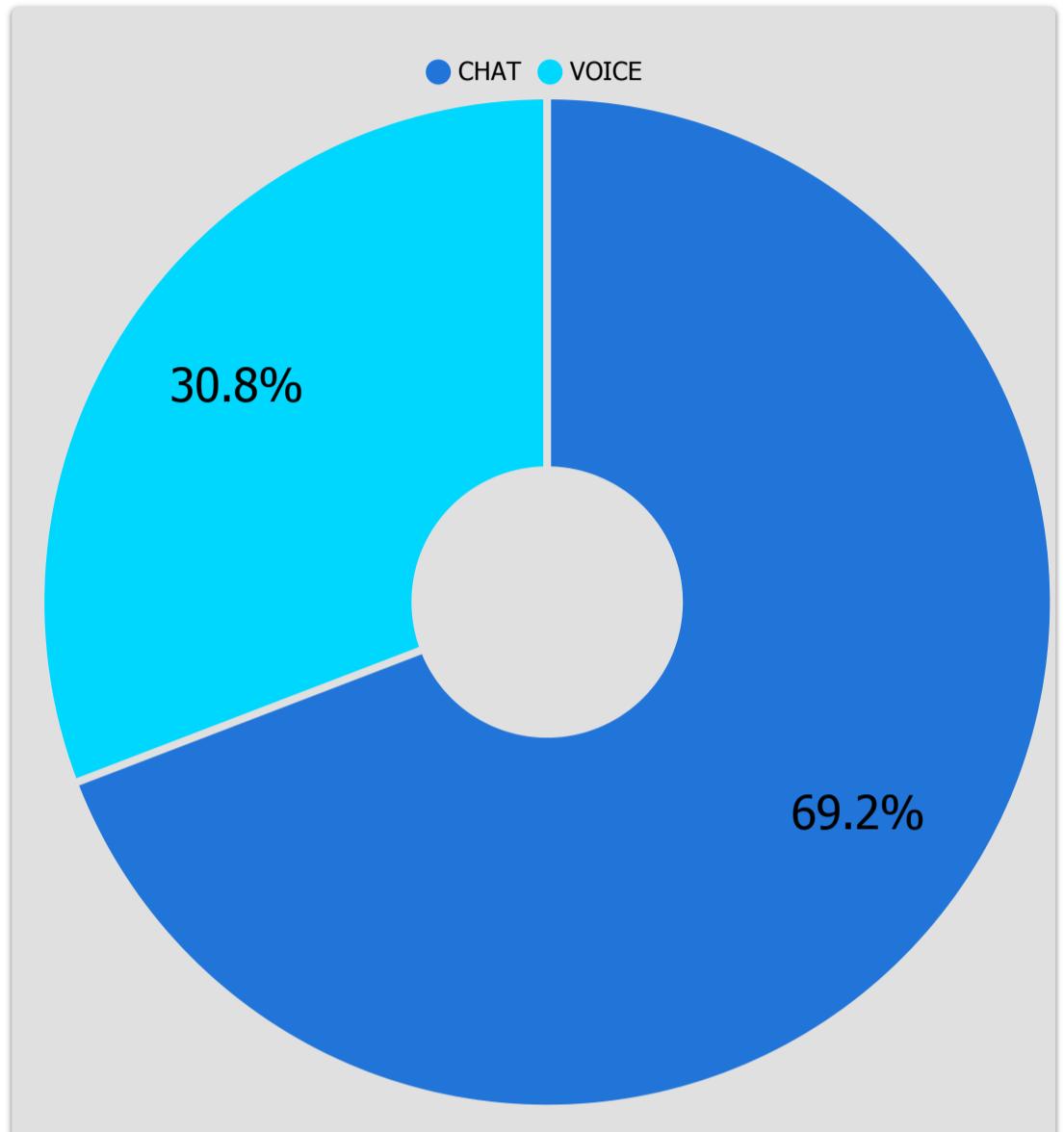
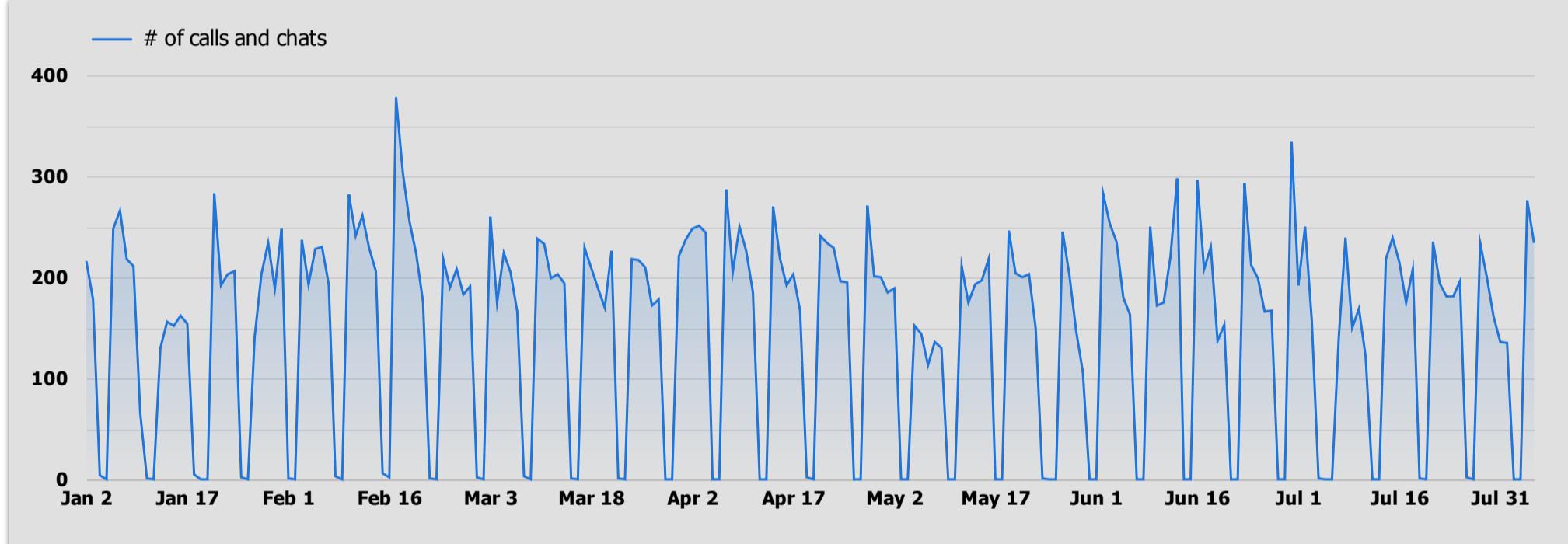
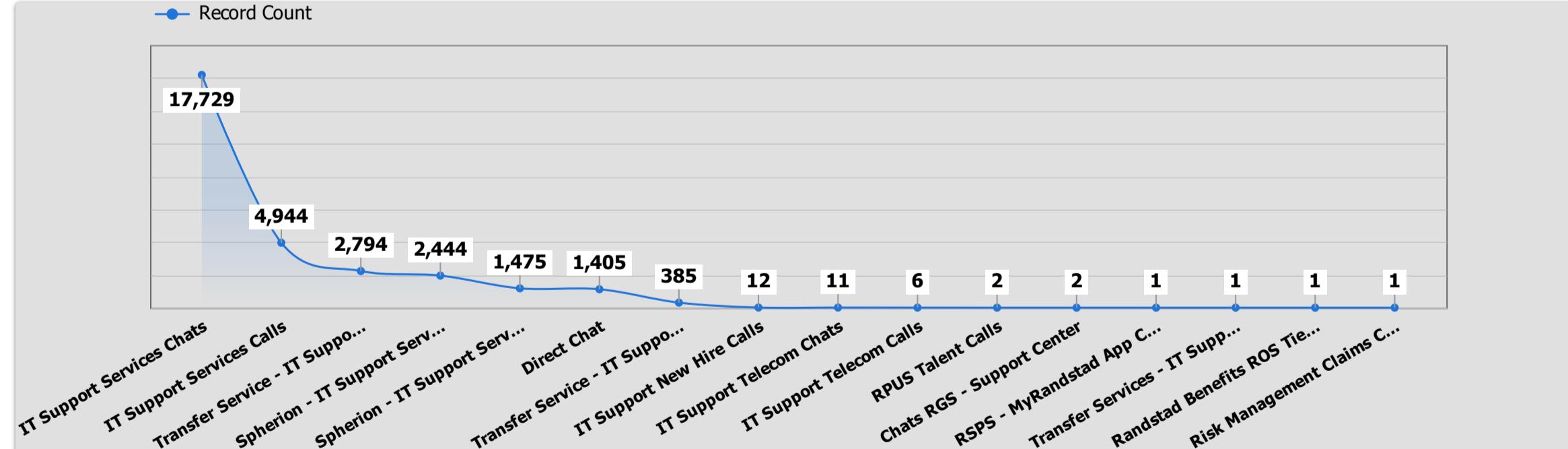
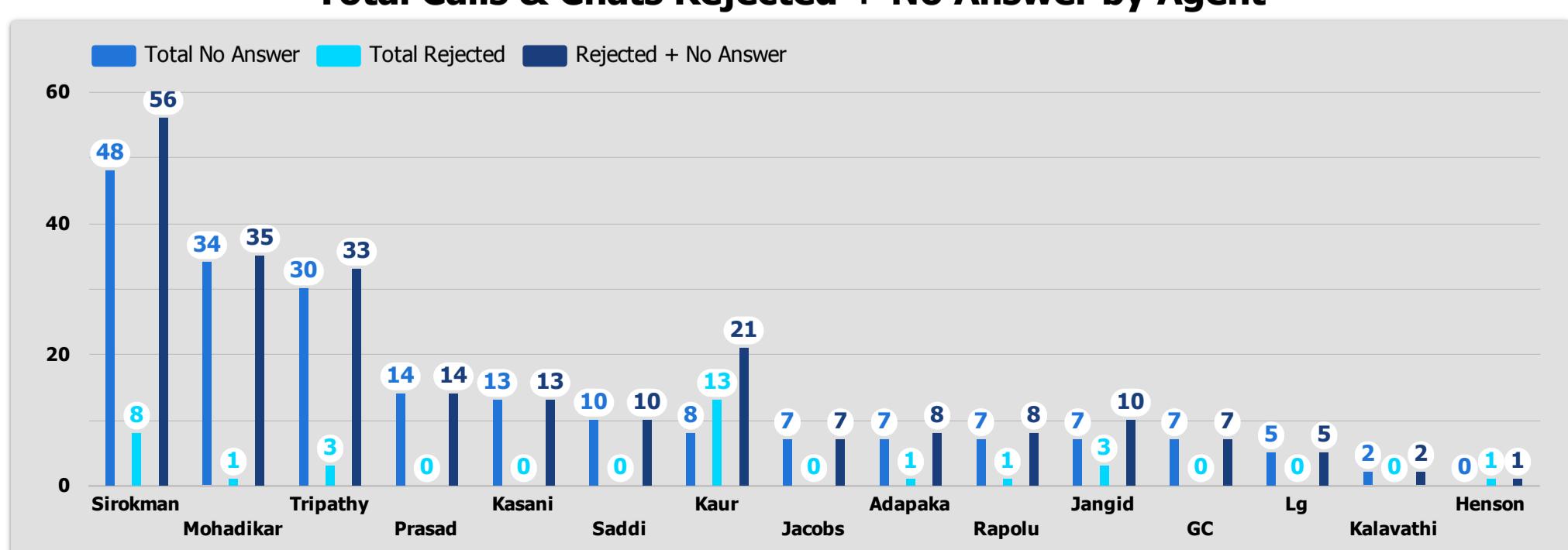
Total Calls & Chats Rejected + No Answer

230

Total Calls & Chats + Avg Handle Time By Agent

Last Name	Total calls and chats	Avg handle time (Min.)
1. Adapaka	2,884	10.6
2. Jangid	2,742	9.62
3. Saddi	2,576	12.87
4. Mohadikar	2,551	11.29
5. Kalavathi	2,421	12.24
6. Sirokman	2,380	10.85
7. Kaur	2,315	11.67
8. Rapolu	2,240	13.64
9. Prasad	2,197	15.84
10. Jacobs	2,161	13.28
11. Tripathy	2,047	13.7
12. Kasani	1,869	15.86
13. GC	1,486	14.72
14. Lg	537	19.18
15. Narsikar	415	15.85
16. Henson	392	11.18
Grand total		12.69

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Percentage Of Calls & Chats**Total Calls & Chats Trend****Total Calls & Chats by Service****Total Calls & Chats Rejected + No Answer by Agent**

Select date range ▾

Last_Name ▾

Performance Indicators**Total Calls**

1,860

Total Chats

2,444

Total Calls & Chats

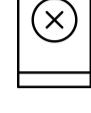
4,304

Avg Handle Time (Min.)

11.54

Total Chats Rejected + No Answer

3

Total Calls Rejected + No Answer

28

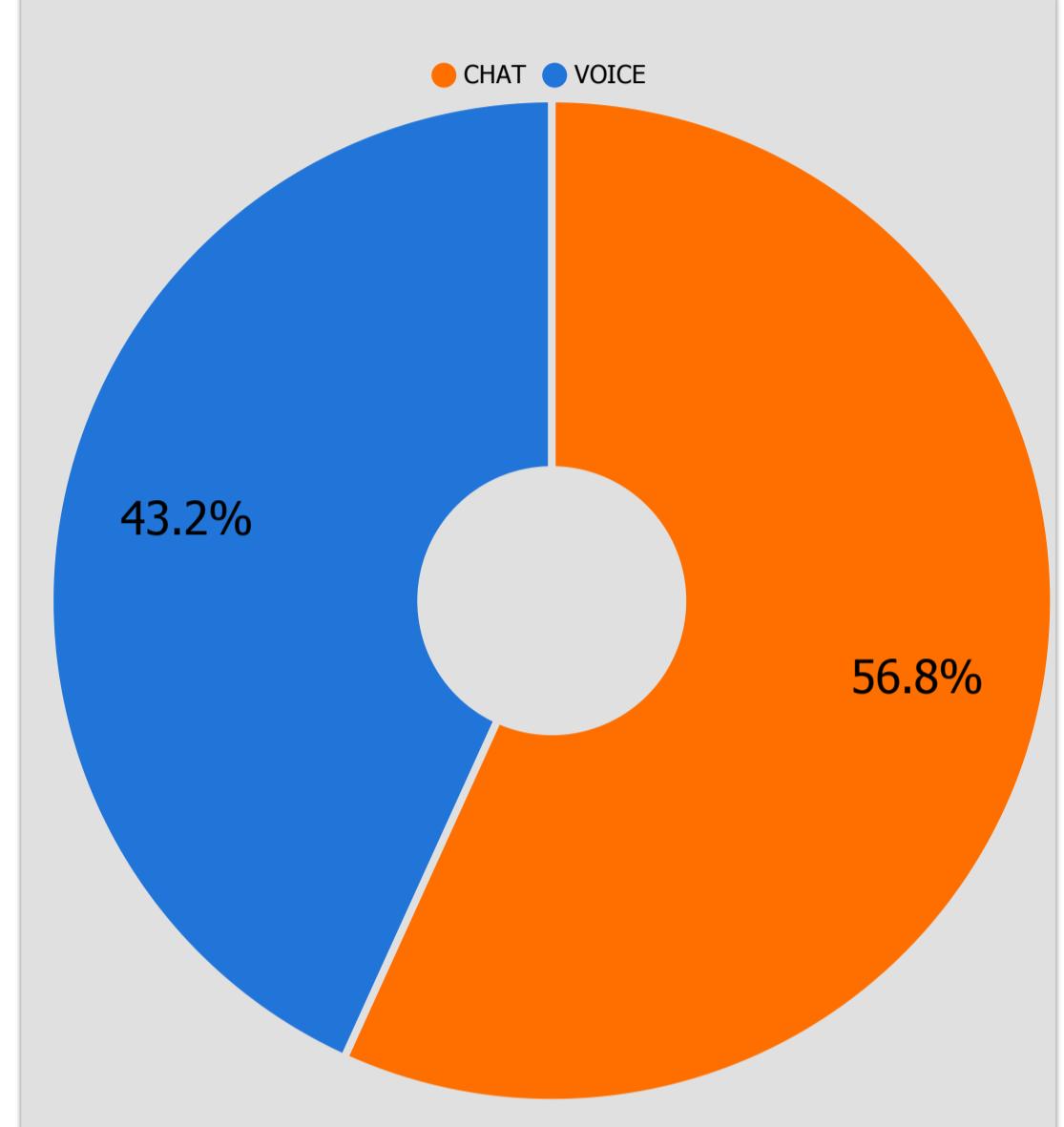
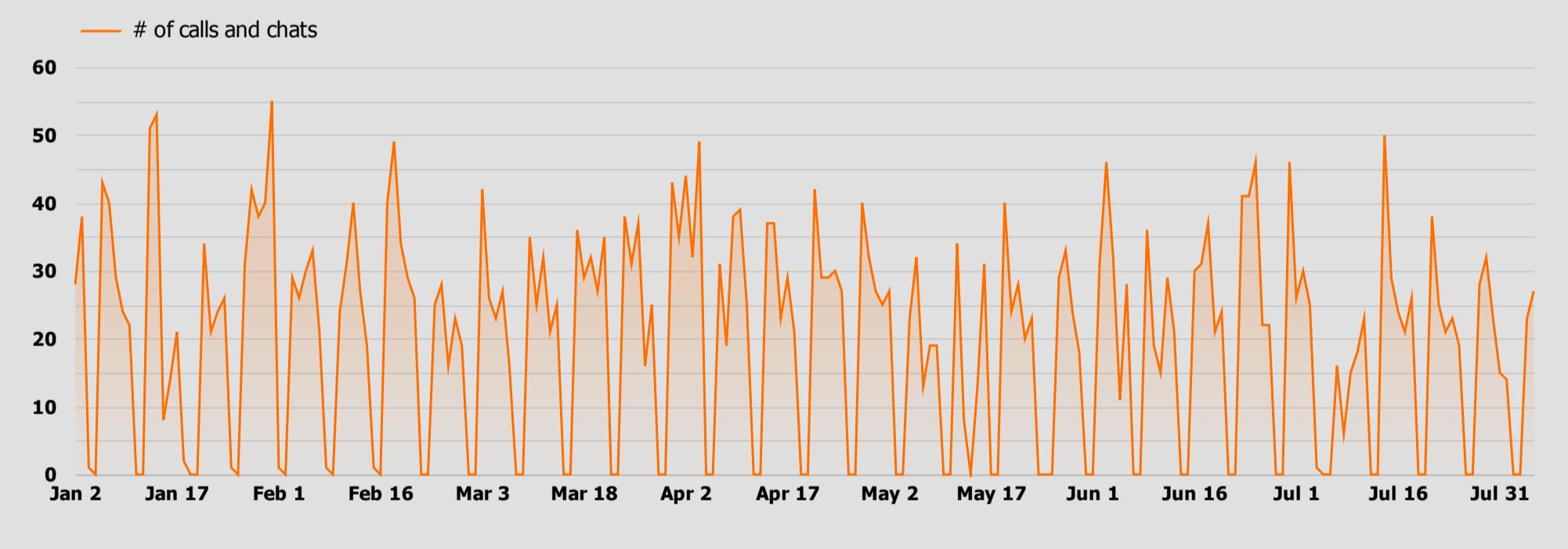
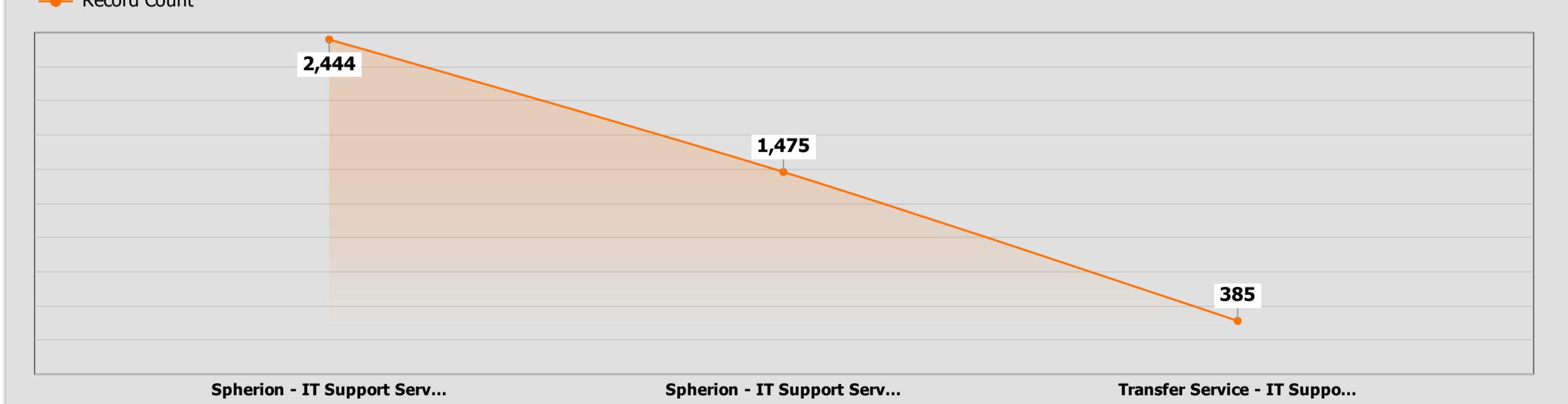
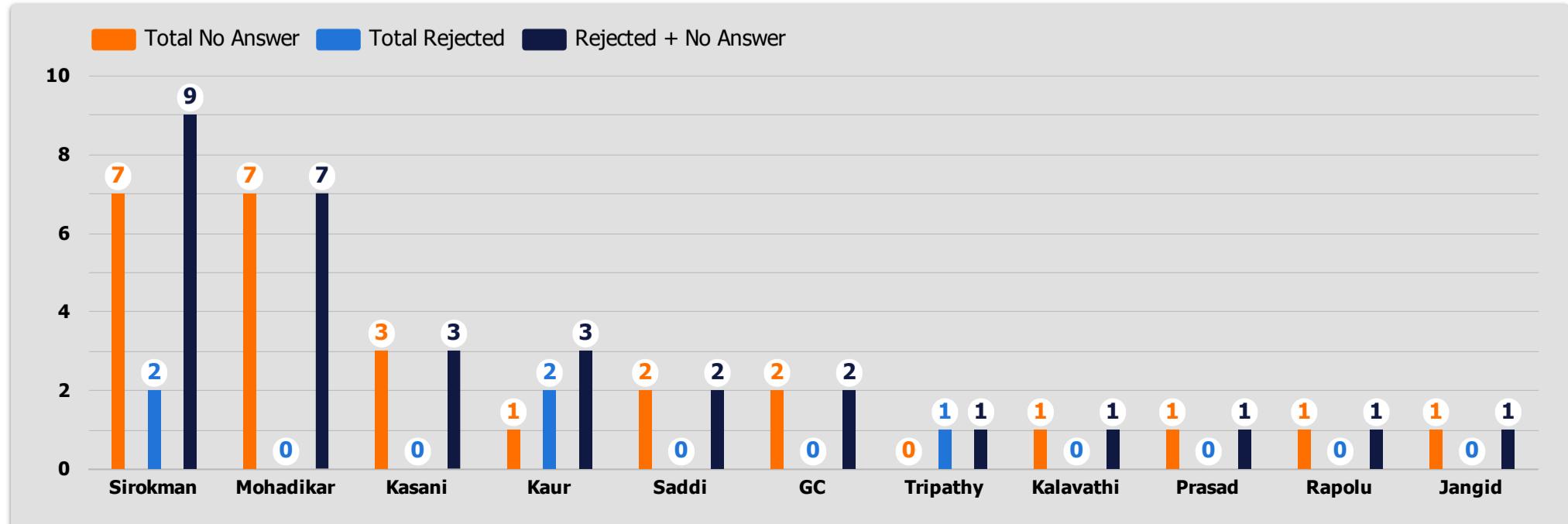
Total Calls & Chats Rejected + No Answer

31

Total Calls & Chats + Avg Handle Time By Agent

Last Name	Total calls and chats	Avg handle time (Min.)
1. Jacobs	449	13.87
2. Jangid	399	9.38
3. Mohadikar	364	10.25
4. Kalavathi	349	10.6
5. Saddi	326	11.91
6. Adapaka	317	9.85
7. Prasad	315	15.37
8. Rapolu	309	11.57
9. Sirokman	286	9.51
10. Tripathy	283	13.03
11. Kaur	281	7.97
12. GC	218	13.47
13. Kasani	208	15.36
14. Henson	144	8.52
15. Narsikar	55	15.46
16. Lg	1	3.37
Grand total	4,304	11.54

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Percentage Of Calls & Chats**Total Calls & Chats Trend****Total Calls & Chats by Service****Total Calls & Chats Rejected + No Answer by Agent**

Select date range ▾

Agent ▾

Performance Indicators

Total Agents

18

Total Surveys

14,946

Avg Rating

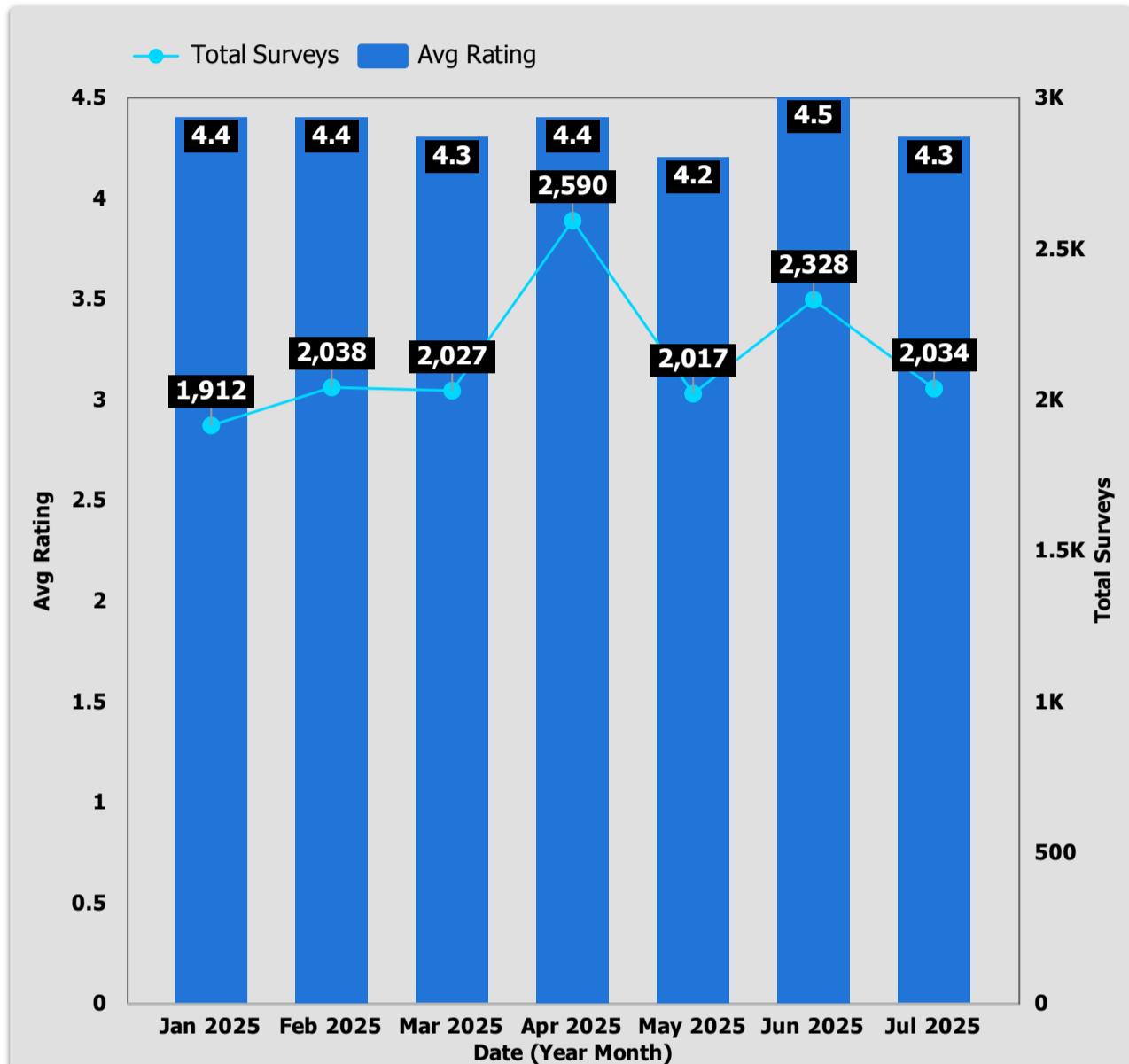
4.4

Agent Survey & Rating Chart

Agent	Avg Rating	Total Surveys
Bharath Lg	4.7	823
Harish Prasad	4.6	959
Paulah Jacobs	4.5	694
Prabhjeet Kaur	4.5	911
Praveen Adapaka	4.4	1,553
Jyothi Saddi	4.4	936
Sakshi Mohadikar	4.4	1,046
Simran Jangid	4.4	1,301
Akshay Narsikar	4.3	1,086
Jon Sirokman	4.3	1,032
Tejaswi Kasani	4.3	857
Yeshaswine Rapolu	4.2	903
Sarojini Tripathy	4.2	949
Chandra Kalavathi	4.1	1,044
Divya GC	4	844
Staci Henson	3	8
Medha Sakhamuri	null	0
Marc Brown	null	0
Grand total	4.4	14,946

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Team Monthly Survey & Rating



Tier 1 - IT Support - Service Metrics

Last Refreshed Time Stamp:
Aug 8, 2025, 10:56:36 AM

Service ▾

Performance Indicators

Total Teams

7

Total Surveys

14,772

Avg Rating

4.4

Avg Wait Time

00:00:10

Service Metric by Team

Service	Average_Speed_of_Answer	Contact_Satisfaction	Number_of_Surveys
IT Support Services Chats	00:00:11	4.4	13,194
Spherion - IT Support Services Chats	00:00:07	4.3	1,578
IT Support Services Calls	00:00:10	null	0
Spherion - IT Support Services Calls	00:00:11	null	0
IT Support New Hire Calls	00:00:06	null	0
Transfer Service - IT Support Services Calls	00:00:10	null	0
Transfer Service - IT Support Spherion Queue	00:00:10	null	0
Grand total	4.4	14,772	

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Select date range ▾

Agent ▾

Performance Indicators

Total Agents

18

Total Surveys

14,946

Avg Rating

4.4

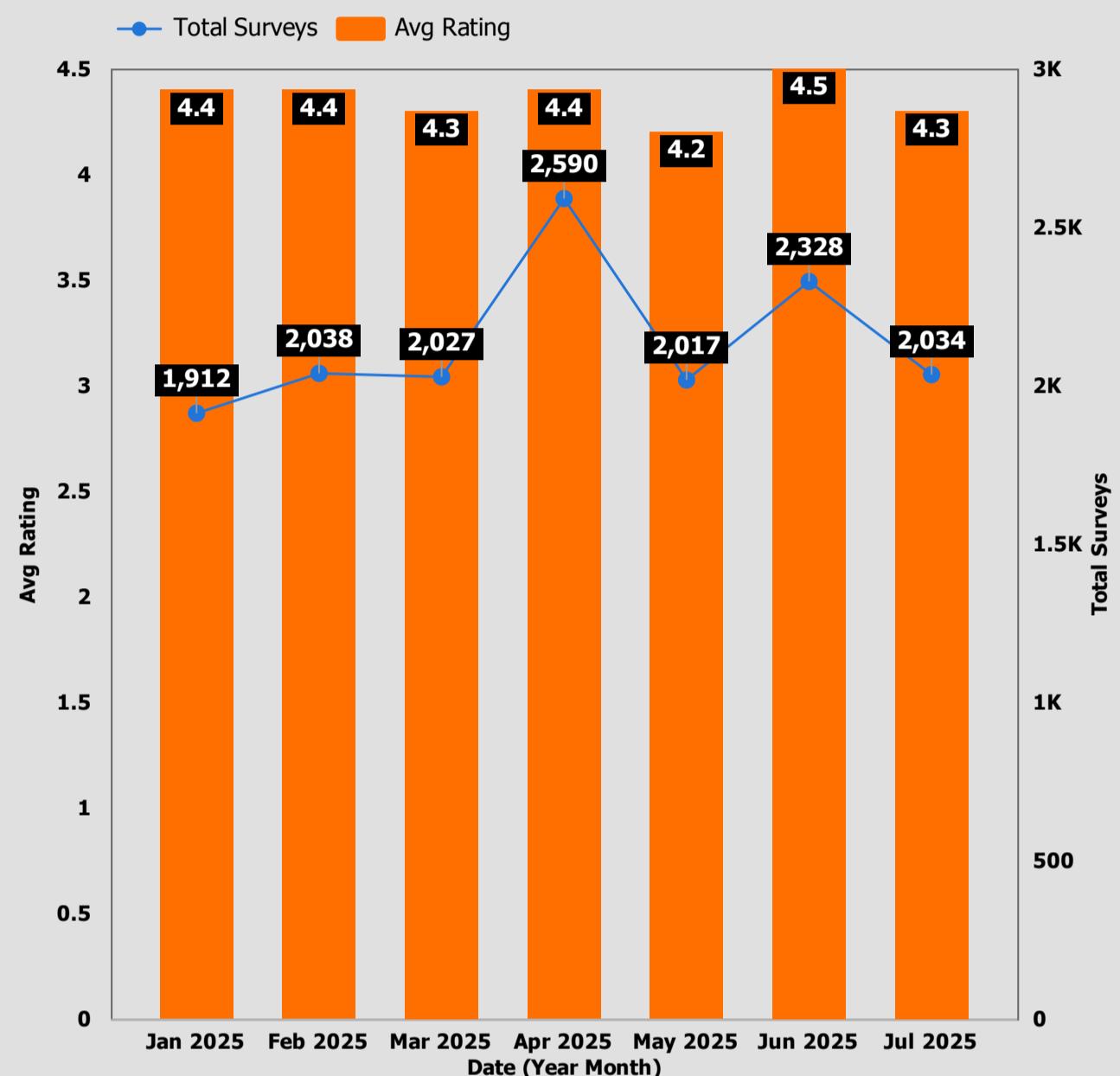
Agent Survey & Rating Chart

Agent	Avg Rating	Total Surveys
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Akshay Narsikar	4.3	1,086
Jon Sirokman	4.3	1,032
Tejaswi Kasani	4.3	857
Yeshaswine Rapolu	4.2	903
Sarojini Tripathy	4.2	949
Chandra Kalavathi	4.1	1,044
Divya GC	4	844
Staci Henson	3	8
Medha Sakhamuri	null	0
Marc Brown	null	0
Grand total	4.4	14,946

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Team Monthly Survey & Rating



Service ▾

Performance Indicators

Total Teams

3

Total Surveys

1,578

Avg Rating

4.3

Avg Wait Time

00:00:08

Service Metrics by Team

Service	Average_Speed_of_Answer	Contact_Satisfaction	Number_of_Surveys
Spherion - IT Support Services Chats	00:00:07	4.3	1,578
Spherion - IT Support Services Calls	00:00:11	null	0
Transfer Service - IT Support Spherion Queue	00:00:10	null	0
Grand total		4.3	1,578

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