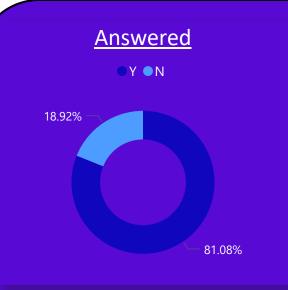


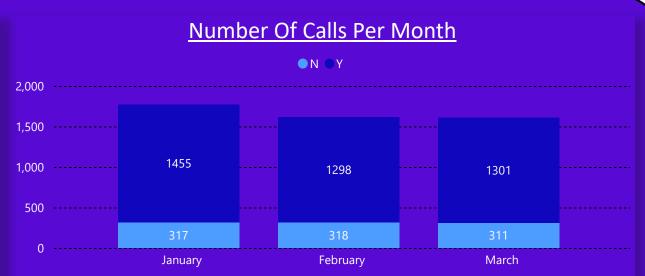


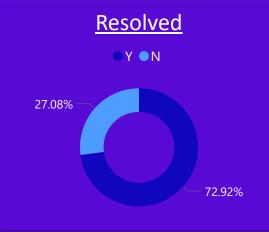


Average Speed of answer

67.52







Agent	Count of Speed of answer in seconds	Count of Satisfaction rating	Average of Speed of answer in seconds
Becky	517	517	65.33
Dan	523	523	67.28
Diane	501	501	66.27
Greg	502	502	68.44
Jim	536	536	66.34
Joe	484	484	70.99
Martha	514	514	69.49
Stewart	477	477	66.18