**Sharolin Lacunza**

**201408486**

**03-09-2020**

**Dimensiones**

* Tiempo
  + Año
  + Mes
  + Dia
* Tiempo Semana
  + Año
  + Semana
* Top Agent
* Agente
  + Leading agent
  + Leading Prequalifer
* MTD

**Métricas**

* Premiun sold
* Empleado
* In-bound close Rate
* Out-bound close rate
* Calls in QUEUE
* Calls transferred
* Above
* Below
* Goal
* Speed of answer
* Realtime Speed of answer
* SLA
* SLA violation