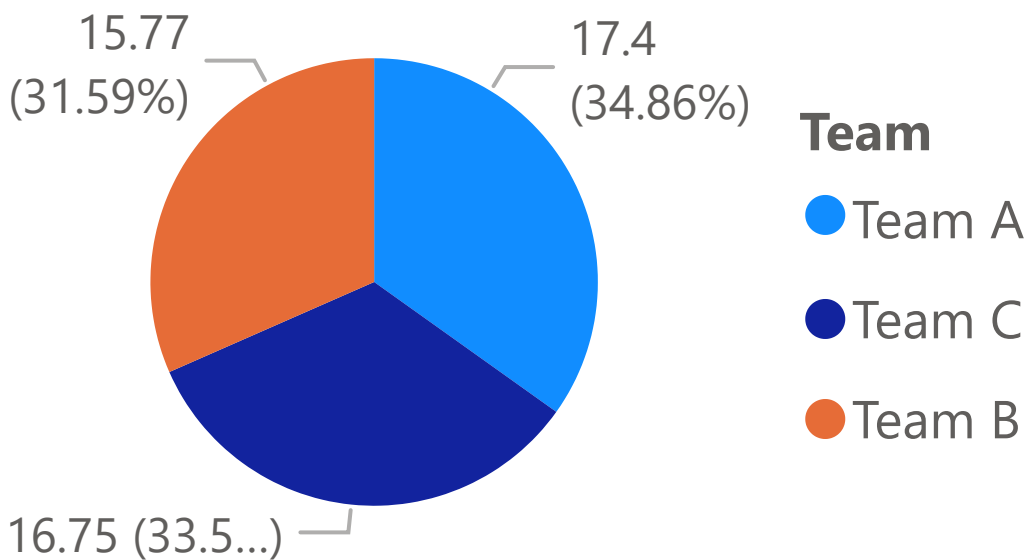
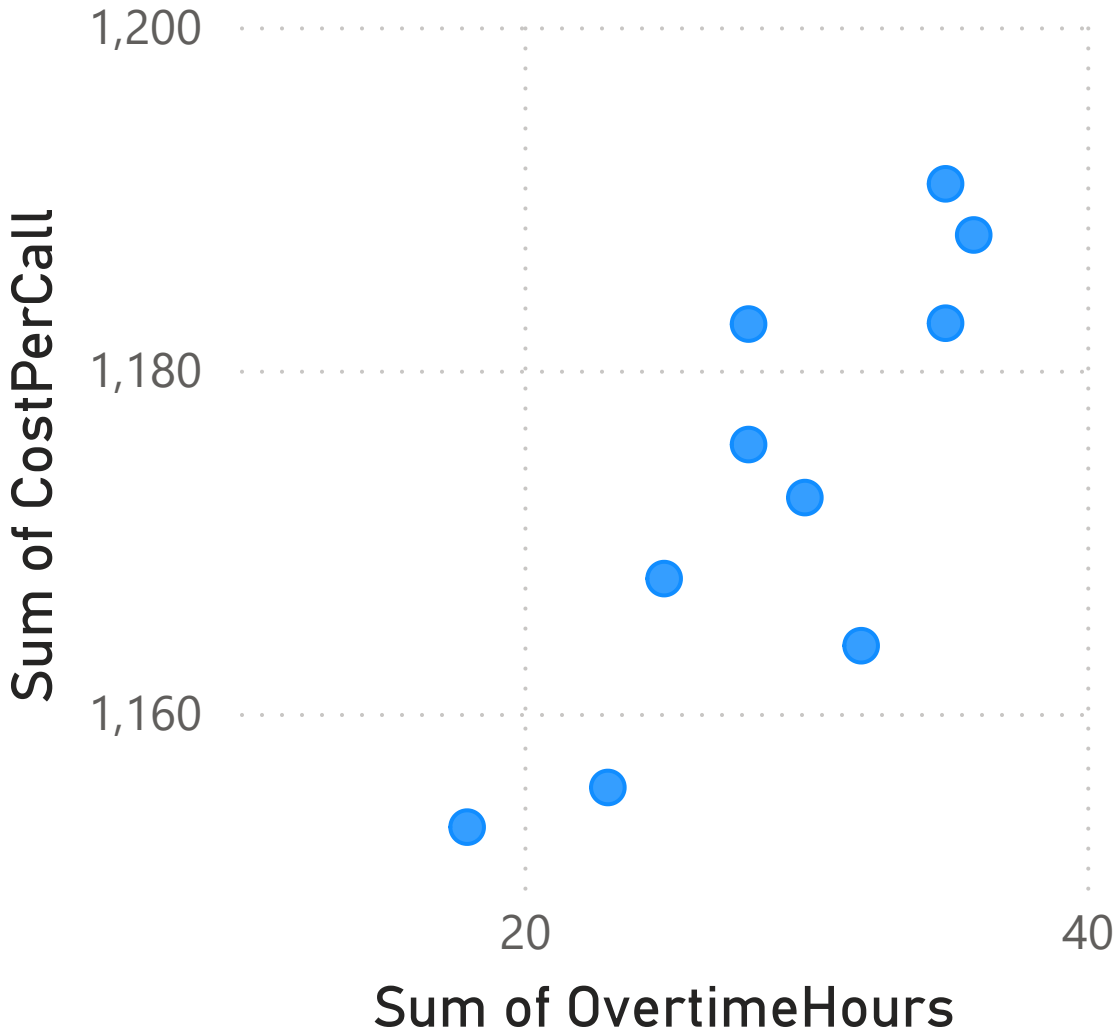


Sum of EscalationRate by Team



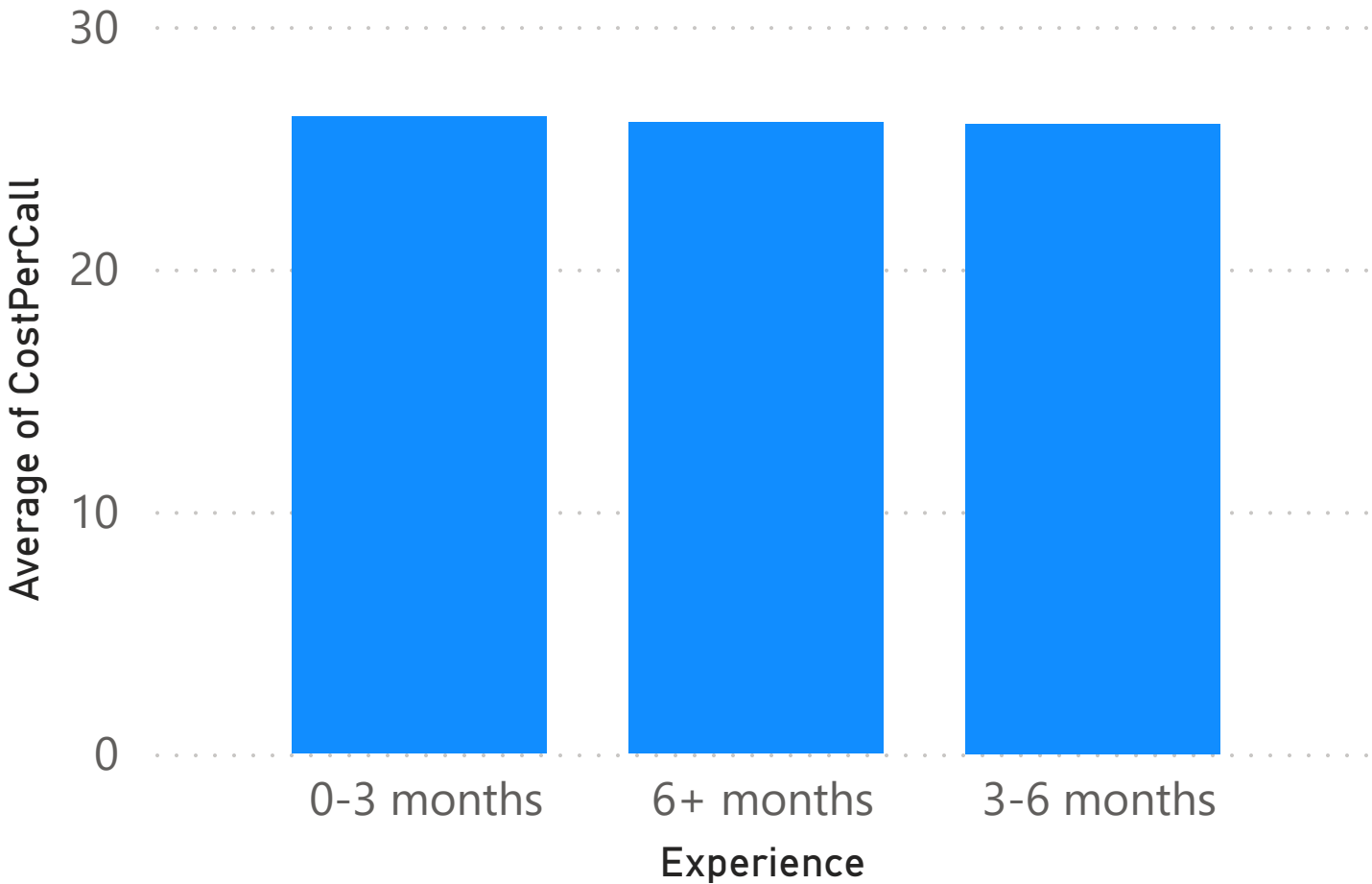
Sum of OvertimeHours and Sum of CostPerCall by AgentID



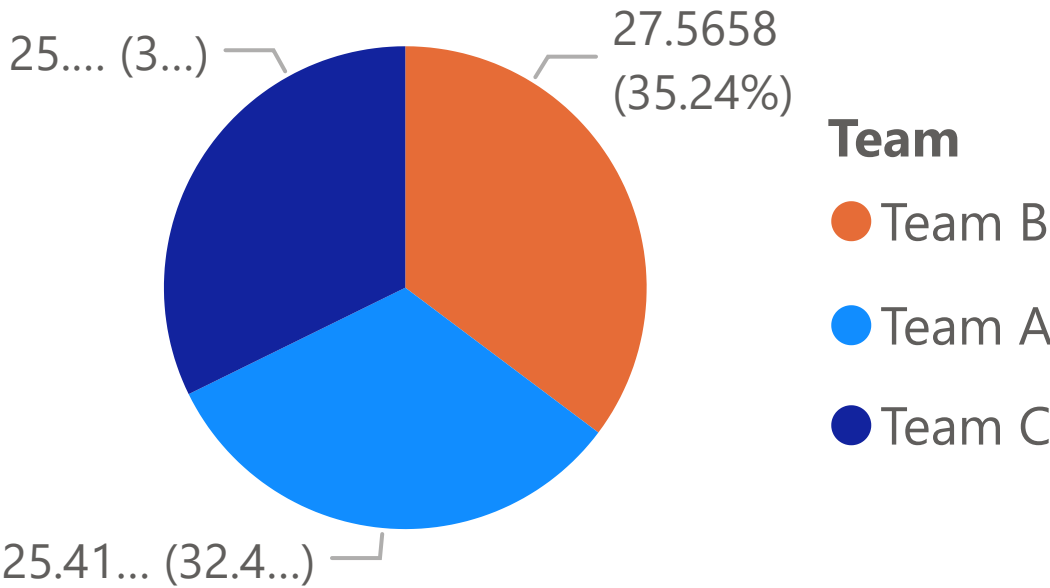
Average of AvgCallDuration

6.52

Average of CostPerCall by Experience



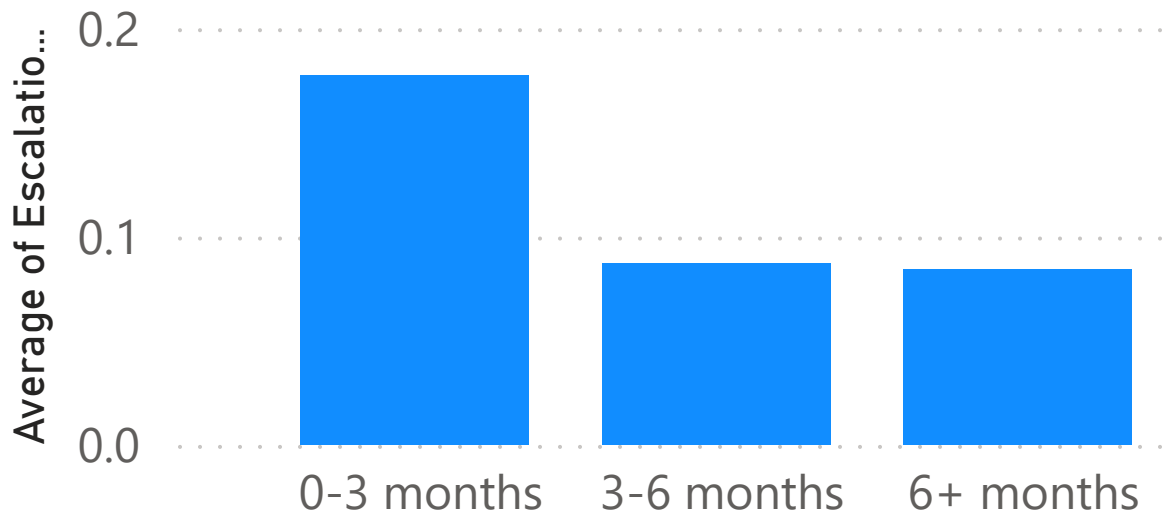
Average of CostPerCall by Team



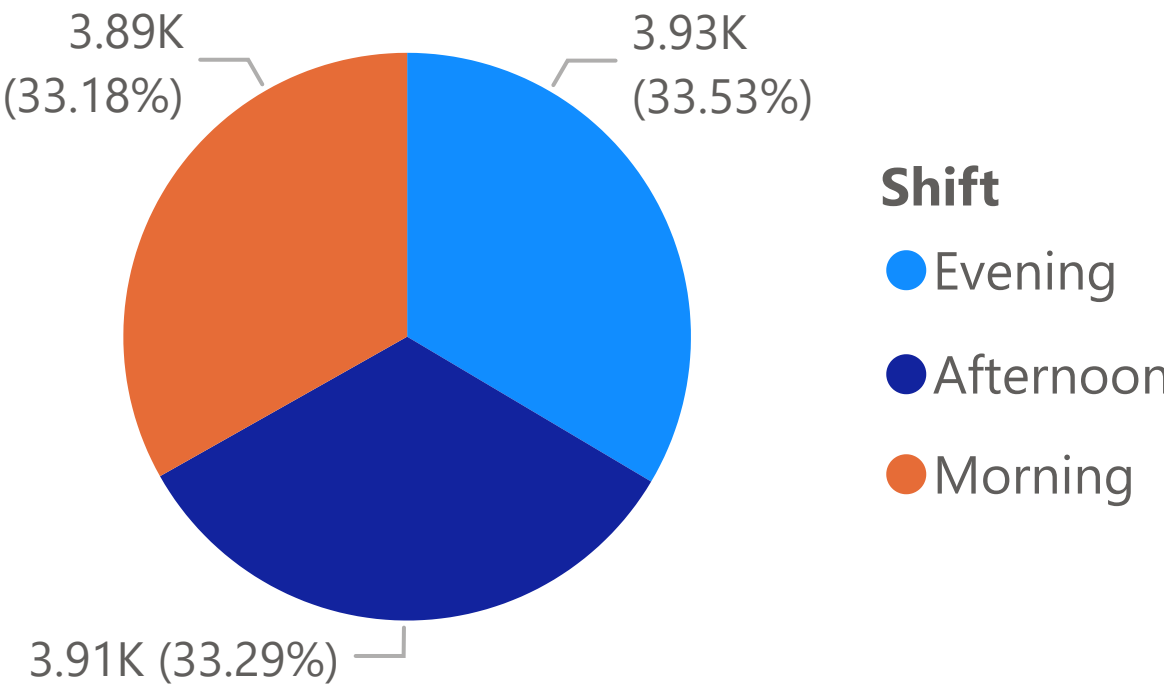
Sum of CostPerCall

11,733.00

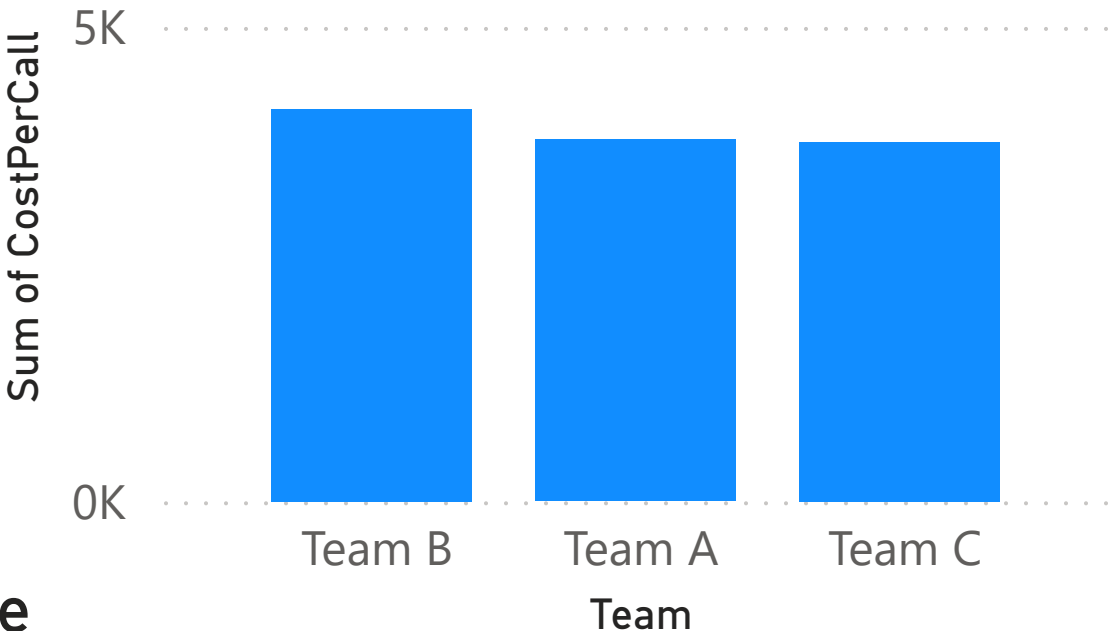
Average of EscalationRate by Experience



Sum of CostPerCall by Shift



Sum of CostPerCall by Team



Sum of AvgCallDuration by AgentID

