

Monthly Movement Ranking - YTD Rank Movement (Prior YTD -> Jan YTD)

(#)	Agent	AHT	Hold	Adh	WR	QA	Audit	Move (YTD)
1	Puskar, David	0:09:48	0:00:01	92.64%	82.86%	87.00%	100.00%	→ —
2	Farabee, James	0:10:10	0:00:00	91.56%	80.95%	93.00%	94.00%	→ —
3	Eisenberg, Daniel	0:09:15	0:03:04	91.80%	82.10%	98.00%	99.00%	→ —
4	Keuth, Jim	0:11:16	0:00:47	93.49%	74.39%	97.00%	100.00%	→ —
5	Otto, Christopher	0:16:38	0:00:01	91.43%	82.71%	100.00%	100.00%	→ —
6	Arthur, Benjamin	0:08:24	0:00:00	85.77%	77.52%	93.00%	92.80%	→ —
7	Pyles, Dennis	0:11:04	0:04:04	91.41%	81.23%	98.00%	100.00%	→ —
8	Gray, Brandon	0:13:09	0:04:56	92.64%	84.26%	100.00%	100.00%	→ —
9	Stewart, Austin	0:09:17	0:03:47	89.87%	80.25%	95.00%	83.80%	→ —
10	Munson, Justin	0:14:39	0:00:03	85.42%	75.69%	90.00%	98.40%	→ —
11	Heath, Darien	0:07:31	0:01:19	86.05%	75.90%	90.00%	87.40%	→ —
12	Lee, Dean	0:13:37	0:00:00	87.98%	78.77%	91.50%	87.80%	→ —
13	Michetti, Marc	0:19:02	0:00:01	75.53%	70.52%	97.50%	98.00%	→ —
14	Rangel, Ignacio	0:22:33	0:05:57	87.14%	81.47%	97.50%	89.80%	→ —
15	Taylor, Christopher	0:15:36	0:00:00	93.45%	67.24%	80.50%	82.00%	→ —
16	Becroft, Walter	—	—	—	—	—	—	→ —
17	Phillips, John	—	—	—	—	—	—	→ —
18	Thorpe, Nathan	—	—	—	—	—	—	→ —

Team Summary - Jan 2026

Agent	AHT	Avg Hold Time	Schedule Adherence	Working Rate %	QA Score %	Claims Audit %
Arthur, Benjamin	0:08:24	0:00:00	85.77%	77.52%	93.00%	92.80%
Eisenberg, Daniel	0:09:15	0:03:04	91.80%	82.10%	98.00%	99.00%
Farabee, James	0:10:10	0:00:00	91.56%	80.95%	93.00%	94.00%
Gray, Brandon	0:13:09	0:04:56	92.64%	84.26%	100.00%	100.00%
Heath, Darien	0:07:31	0:01:19	86.05%	75.90%	90.00%	87.40%
Keuth, Jim	0:11:16	0:00:47	93.49%	74.39%	97.00%	100.00%
Lee, Dean	0:13:37	0:00:00	87.98%	78.77%	91.50%	87.80%
Michetti, Marc	0:19:02	0:00:01	75.53%	70.52%	97.50%	98.00%
Munson, Justin	0:14:39	0:00:03	85.42%	75.69%	90.00%	98.40%
Otto, Christopher	0:16:38	0:00:01	91.43%	82.71%	100.00%	100.00%
Puskar, David	0:09:48	0:00:01	92.64%	82.86%	87.00%	100.00%
Pyles, Dennis	0:11:04	0:04:04	91.41%	81.23%	98.00%	100.00%
Rangel, Ignacio	0:22:33	0:05:57	87.14%	81.47%	97.50%	89.80%
Stewart, Austin	0:09:17	0:03:47	89.87%	80.25%	95.00%	83.80%
Taylor, Christopher	0:15:36	0:00:00	93.45%	67.24%	80.50%	82.00%

Arthur, Benjamin

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:08:24	Excelling	At/above goal
Avg Hold Time	0:00:00	Excelling	At/above goal
Schedule Adherence %	85.77%	Approaching	4.23 pts to Solid
Working Rate %	77.52%	Solid	2.48 pts to Exceptional
QA Score %	93.00%	Solid	2.00 pts to Exceptional
Claims Audit %	92.80%	Solid	2.20 pts to Exceptional

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:08:24	Excelling	→ —
Avg Hold Time	—	—	0:00:00	Excelling	→ —
Schedule Adherence %	—	—	85.77%	Approaching	→ —
Working Rate %	—	—	77.52%	Solid	→ —
QA Score %	—	—	93.00%	Solid	→ —
Claims Audit %	—	—	92.80%	Solid	→ —

Eisenberg, Daniel

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:09:15	Excelling	At/above goal
Avg Hold Time	0:03:04	Approaching	0:00:04 to Performing
Schedule Adherence %	91.80%	Solid	3.20 pts to Exceptional
Working Rate %	82.10%	Exceptional	At/above goal
QA Score %	98.00%	Exceptional	At/above goal
Claims Audit %	99.00%	Exceptional	At/above goal

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:09:15	Excelling	→ —
Avg Hold Time	—	—	0:03:04	Approaching	→ —
Schedule Adherence %	—	—	91.80%	Solid	→ —
Working Rate %	—	—	82.10%	Exceptional	→ —
QA Score %	—	—	98.00%	Exceptional	→ —
Claims Audit %	—	—	99.00%	Exceptional	→ —

Farabee, James

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:10:10	Excelling	At/above goal
Avg Hold Time	0:00:00	Excelling	At/above goal
Schedule Adherence %	91.56%	Solid	3.44 pts to Exceptional
Working Rate %	80.95%	Exceptional	At/above goal
QA Score %	93.00%	Solid	2.00 pts to Exceptional
Claims Audit %	94.00%	Solid	1.00 pts to Exceptional

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:10:10	Excelling	→ —
Avg Hold Time	—	—	0:00:00	Excelling	→ —
Schedule Adherence %	—	—	91.56%	Solid	→ —
Working Rate %	—	—	80.95%	Exceptional	→ —
QA Score %	—	—	93.00%	Solid	→ —
Claims Audit %	—	—	94.00%	Solid	→ —

Gray, Brandon

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:13:09	Approaching	0:00:09 to Performing
Avg Hold Time	0:04:56	Improvement Needed	0:00:56 to Approaching
Schedule Adherence %	92.64%	Solid	2.36 pts to Exceptional
Working Rate %	84.26%	Exceptional	At/above goal
QA Score %	100.00%	Exceptional	At/above goal
Claims Audit %	100.00%	Exceptional	At/above goal

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:13:09	Approaching	→ —
Avg Hold Time	—	—	0:04:56	Improvement Needed	→ —
Schedule Adherence %	—	—	92.64%	Solid	→ —
Working Rate %	—	—	84.26%	Exceptional	→ —
QA Score %	—	—	100.00%	Exceptional	→ —
Claims Audit %	—	—	100.00%	Exceptional	→ —

Heath, Darien

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:07:31	Excelling	At/above goal
Avg Hold Time	0:01:19	Performing	0:00:19 to Excelling
Schedule Adherence %	86.05%	Approaching	3.95 pts to Solid
Working Rate %	75.90%	Solid	4.10 pts to Exceptional
QA Score %	90.00%	Approaching	At/above goal
Claims Audit %	87.40%	Approaching	2.60 pts to Solid

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:07:31	Excelling	→ —
Avg Hold Time	—	—	0:01:19	Performing	→ —
Schedule Adherence %	—	—	86.05%	Approaching	→ —
Working Rate %	—	—	75.90%	Solid	→ —
QA Score %	—	—	90.00%	Approaching	→ —
Claims Audit %	—	—	87.40%	Approaching	→ —

Keuth, Jim

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:11:16	Performing	0:00:16 to Excelling
Avg Hold Time	0:00:47	Excelling	At/above goal
Schedule Adherence %	93.49%	Solid	1.51 pts to Exceptional
Working Rate %	74.39%	Approaching	0.61 pts to Solid
QA Score %	97.00%	Exceptional	At/above goal
Claims Audit %	100.00%	Exceptional	At/above goal

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:11:16	Performing	→ —
Avg Hold Time	—	—	0:00:47	Excelling	→ —
Schedule Adherence %	—	—	93.49%	Solid	→ —
Working Rate %	—	—	74.39%	Approaching	→ —
QA Score %	—	—	97.00%	Exceptional	→ —
Claims Audit %	—	—	100.00%	Exceptional	→ —

Lee, Dean

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:13:37	Approaching	0:00:37 to Performing
Avg Hold Time	0:00:00	Excelling	At/above goal
Schedule Adherence %	87.98%	Approaching	2.02 pts to Solid
Working Rate %	78.77%	Solid	1.23 pts to Exceptional
QA Score %	91.50%	Solid	3.50 pts to Exceptional
Claims Audit %	87.80%	Approaching	2.20 pts to Solid

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:13:37	Approaching	→ —
Avg Hold Time	—	—	0:00:00	Excelling	→ —
Schedule Adherence %	—	—	87.98%	Approaching	→ —
Working Rate %	—	—	78.77%	Solid	→ —
QA Score %	—	—	91.50%	Solid	→ —
Claims Audit %	—	—	87.80%	Approaching	→ —

Michetti, Marc

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:19:02	Improvement Needed	0:05:02 to Approaching
Avg Hold Time	0:00:01	Excelling	At/above goal
Schedule Adherence %	75.53%	Improvement Needed	9.47 pts to Approaching
Working Rate %	70.52%	Approaching	4.48 pts to Solid
QA Score %	97.50%	Exceptional	At/above goal
Claims Audit %	98.00%	Exceptional	At/above goal

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:19:02	Improvement Needed	→ —
Avg Hold Time	—	—	0:00:01	Excelling	→ —
Schedule Adherence %	—	—	75.53%	Improvement Needed	→ —
Working Rate %	—	—	70.52%	Approaching	→ —
QA Score %	—	—	97.50%	Exceptional	→ —
Claims Audit %	—	—	98.00%	Exceptional	→ —

Munson, Justin

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:14:39	Improvement Needed	0:00:39 to Approaching
Avg Hold Time	0:00:03	Excelling	At/above goal
Schedule Adherence %	85.42%	Approaching	4.58 pts to Solid
Working Rate %	75.69%	Solid	4.31 pts to Exceptional
QA Score %	90.00%	Solid	5.00 pts to Exceptional
Claims Audit %	98.40%	Exceptional	At/above goal

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:14:39	Improvement Needed	→ —
Avg Hold Time	—	—	0:00:03	Excelling	→ —
Schedule Adherence %	—	—	85.42%	Approaching	→ —
Working Rate %	—	—	75.69%	Solid	→ —
QA Score %	—	—	90.00%	Solid	→ —
Claims Audit %	—	—	98.40%	Exceptional	→ —

Otto, Christopher

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:16:38	Improvement Needed	0:02:38 to Approaching
Avg Hold Time	0:00:01	Excelling	At/above goal
Schedule Adherence %	91.43%	Solid	3.57 pts to Exceptional
Working Rate %	82.71%	Exceptional	At/above goal
QA Score %	100.00%	Exceptional	At/above goal
Claims Audit %	100.00%	Exceptional	At/above goal

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:16:38	Improvement Needed	→ —
Avg Hold Time	—	—	0:00:01	Excelling	→ —
Schedule Adherence %	—	—	91.43%	Solid	→ —
Working Rate %	—	—	82.71%	Exceptional	→ —
QA Score %	—	—	100.00%	Exceptional	→ —
Claims Audit %	—	—	100.00%	Exceptional	→ —

Puskar, David

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:09:48	Excelling	At/above goal
Avg Hold Time	0:00:01	Excelling	At/above goal
Schedule Adherence %	92.64%	Solid	2.36 pts to Exceptional
Working Rate %	82.86%	Exceptional	At/above goal
QA Score %	87.00%	Approaching	3.00 pts to Solid
Claims Audit %	100.00%	Exceptional	At/above goal

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:09:48	Excelling	→ —
Avg Hold Time	—	—	0:00:01	Excelling	→ —
Schedule Adherence %	—	—	92.64%	Solid	→ —
Working Rate %	—	—	82.86%	Exceptional	→ —
QA Score %	—	—	87.00%	Approaching	→ —
Claims Audit %	—	—	100.00%	Exceptional	→ —

Pyles, Dennis

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:11:04	Performing	0:00:04 to Excelling
Avg Hold Time	0:04:04	Improvement Needed	0:00:04 to Approaching
Schedule Adherence %	91.41%	Solid	3.59 pts to Exceptional
Working Rate %	81.23%	Exceptional	At/above goal
QA Score %	98.00%	Exceptional	At/above goal
Claims Audit %	100.00%	Exceptional	At/above goal

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:11:04	Performing	→ —
Avg Hold Time	—	—	0:04:04	Improvement Needed	→ —
Schedule Adherence %	—	—	91.41%	Solid	→ —
Working Rate %	—	—	81.23%	Exceptional	→ —
QA Score %	—	—	98.00%	Exceptional	→ —
Claims Audit %	—	—	100.00%	Exceptional	→ —

Rangel, Ignacio

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:22:33	Improvement Needed	0:08:33 to Approaching
Avg Hold Time	0:05:57	Improvement Needed	0:01:57 to Approaching
Schedule Adherence %	87.14%	Approaching	2.86 pts to Solid
Working Rate %	81.47%	Exceptional	At/above goal
QA Score %	97.50%	Exceptional	At/above goal
Claims Audit %	89.80%	Approaching	0.20 pts to Solid

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:22:33	Improvement Needed	→ —
Avg Hold Time	—	—	0:05:57	Improvement Needed	→ —
Schedule Adherence %	—	—	87.14%	Approaching	→ —
Working Rate %	—	—	81.47%	Exceptional	→ —
QA Score %	—	—	97.50%	Exceptional	→ —
Claims Audit %	—	—	89.80%	Approaching	→ —

Stewart, Austin

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:09:17	Excelling	At/above goal
Avg Hold Time	0:03:47	Approaching	0:00:47 to Performing
Schedule Adherence %	89.87%	Approaching	0.13 pts to Solid
Working Rate %	80.25%	Exceptional	At/above goal
QA Score %	95.00%	Exceptional	At/above goal
Claims Audit %	83.80%	Improvement Needed	1.20 pts to Approaching

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:09:17	Excelling	→ —
Avg Hold Time	—	—	0:03:47	Approaching	→ —
Schedule Adherence %	—	—	89.87%	Approaching	→ —
Working Rate %	—	—	80.25%	Exceptional	→ —
QA Score %	—	—	95.00%	Exceptional	→ —
Claims Audit %	—	—	83.80%	Improvement Needed	→ —

Taylor, Christopher

Year-To-Date Summary (Jan-Jan)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:15:36	Improvement Needed	0:01:36 to Approaching
Avg Hold Time	0:00:00	Excelling	At/above goal
Schedule Adherence %	93.45%	Solid	1.55 pts to Exceptional
Working Rate %	67.24%	Improvement Needed	2.76 pts to Approaching
QA Score %	80.50%	Improvement Needed	4.50 pts to Approaching
Claims Audit %	82.00%	Improvement Needed	3.00 pts to Approaching

Prior Month vs Jan 2026 (with Trend & Delta)

Metric	Prior Month Value	Prior Month Tier	Jan 2026 Value	Jan 2026 Tier	Δ + Arrow
AHT	—	—	0:15:36	Improvement Needed	→ —
Avg Hold Time	—	—	0:00:00	Excelling	→ —
Schedule Adherence %	—	—	93.45%	Solid	→ —
Working Rate %	—	—	67.24%	Improvement Needed	→ —
QA Score %	—	—	80.50%	Improvement Needed	→ —
Claims Audit %	—	—	82.00%	Improvement Needed	→ —