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

(#)	Agent	AHT	Hold	Adh	WR	QA	Audit	Move (YTD)
1	Puskar, David	0:10:00	0:00:01	93.05%	82.79%	90.00%	100.00%	→ 0
2	Farabee, James	0:10:15	0:00:00	92.39%	81.29%	95.33%	94.29%	→ 0
3	Eisenberg, Daniel	0:10:08	0:03:16	91.72%	82.29%	96.67%	99.29%	→ 0
4	Pyles, Dennis	0:10:29	0:03:47	91.92%	82.11%	98.67%	98.57%	▲ +3
5	Keuth, Jim	0:11:26	0:00:43	94.29%	77.64%	95.67%	94.29%	▼ -1
6	Otto, Christopher	0:16:43	0:00:01	91.62%	83.17%	100.00%	100.00%	▼ -1
7	Arthur, Benjamin	0:09:02	0:00:00	84.33%	76.88%	93.00%	92.80%	▼ -1
8	Stewart, Austin	0:09:31	0:03:48	89.78%	80.50%	96.67%	87.00%	▲ +1
9	Gray, Brandon	0:13:22	0:04:56	92.63%	84.30%	100.00%	98.57%	▼ -1
10	Heath, Darien	0:07:23	0:01:18	87.08%	76.89%	93.33%	88.86%	▲ +1
11	Lee, Dean	0:13:50	0:00:00	88.78%	79.26%	94.33%	91.29%	▲ +1
12	Munson, Justin	0:15:12	0:00:02	86.00%	76.56%	92.00%	96.43%	▼ -2
13	Michetti, Marc	0:18:49	0:00:01	79.77%	73.57%	95.67%	98.57%	→ 0
14	Rangel, Ignacio	0:21:59	0:05:54	87.27%	81.36%	98.33%	92.71%	→ 0
15	Thorpe, Nathan	0:12:42	0:02:20	50.01%	79.43%	95.00%	—	▲ +3
16	Phillips, John	0:22:50	0:01:37	51.19%	83.66%	97.33%	—	▲ +1
17	Taylor, Christopher	0:14:54	0:00:00	93.75%	67.35%	80.50%	82.00%	▼ -2
18	Becroft, Walter	0:14:34	0:05:40	51.53%	69.84%	100.00%	—	▼ -2

Team Summary - Feb 2026

Agent	AHT	Avg Hold Time	Schedule Adherence %	Working Rate %	QA Score %	Claims Audit %
Arthur, Benjamin	0:09:02	0:00:00	84.33%	76.88%	93.00%	92.80%
Becroft, Walter	0:14:34	0:05:40	51.53%	69.84%	100.00%	—
Eisenberg, Daniel	0:10:08	0:03:16	91.72%	82.29%	96.67%	99.29%
Farabee, James	0:10:15	0:00:00	92.39%	81.29%	95.33%	94.29%
Gray, Brandon	0:13:22	0:04:56	92.63%	84.30%	100.00%	98.57%
Heath, Darien	0:07:23	0:01:18	87.08%	76.89%	93.33%	88.86%
Keuth, Jim	0:11:26	0:00:43	94.29%	77.64%	95.67%	94.29%
Lee, Dean	0:13:50	0:00:00	88.78%	79.26%	94.33%	91.29%
Michetti, Marc	0:18:49	0:00:01	79.77%	73.57%	95.67%	98.57%
Munson, Justin	0:15:12	0:00:02	86.00%	76.56%	92.00%	96.43%
Otto, Christopher	0:16:43	0:00:01	91.62%	83.17%	100.00%	100.00%
Phillips, John	0:22:50	0:01:37	51.19%	83.66%	97.33%	—
Puskar, David	0:10:00	0:00:01	93.05%	82.79%	90.00%	100.00%
Pyles, Dennis	0:10:29	0:03:47	91.92%	82.11%	98.67%	98.57%
Rangel, Ignacio	0:21:59	0:05:54	87.27%	81.36%	98.33%	92.71%
Stewart, Austin	0:09:31	0:03:48	89.78%	80.50%	96.67%	87.00%
Taylor, Christopher	0:14:54	0:00:00	93.75%	67.35%	80.50%	82.00%
Thorpe, Nathan	0:12:42	0:02:20	50.01%	79.43%	95.00%	—

Arthur, Benjamin

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:09:02	Excelling	At/above goal
Avg Hold Time	0:00:00	Excelling	At/above goal
Schedule Adherence %	84.33%	Improvement Needed	0.67 pts to Approaching
Working Rate %	76.88%	Solid	3.12 pts to Exceptional
QA Score %	93.00%	Solid	2.00 pts to Exceptional
Claims Audit %	92.80%	Solid	2.20 pts to Exceptional

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:08:24	Excelling	0:09:54	Excelling	▼ +0:01:30
Avg Hold Time	0:00:00	Excelling	0:00:00	Excelling	→ +0:00:00
Schedule Adherence %	85.77%	Approaching	83.33%	Improvement Needed	▼ -2.43 pts
Working Rate %	77.52%	Solid	75.47%	Solid	▼ -2.05 pts
QA Score %	93.00%	Solid	—	—	→ —
Claims Audit %	92.80%	Solid	—	—	→ —

Becroft, Walter

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:14:34	Improvement Needed	0:00:34 to Approaching
Avg Hold Time	0:05:40	Improvement Needed	0:01:40 to Approaching
Schedule Adherence %	51.53%	Improvement Needed	33.47 pts to Approaching
Working Rate %	69.84%	Improvement Needed	0.16 pts to Approaching
QA Score %	100.00%	Exceptional	At/above goal
Claims Audit %	—	—	—

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	—	—	—	—	→ —
Avg Hold Time	—	—	—	—	→ —
Schedule Adherence %	—	—	—	—	→ —
Working Rate %	—	—	—	—	→ —
QA Score %	—	—	—	—	→ —
Claims Audit %	—	—	—	—	→ —

Eisenberg, Daniel

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:10:08	Excelling	At/above goal
Avg Hold Time	0:03:16	Approaching	0:00:16 to Performing
Schedule Adherence %	91.72%	Solid	3.28 pts to Exceptional
Working Rate %	82.29%	Exceptional	At/above goal
QA Score %	96.67%	Exceptional	At/above goal
Claims Audit %	99.29%	Exceptional	At/above goal

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:09:15	Excelling	0:11:40	Performing	▼ +0:02:25
Avg Hold Time	0:03:04	Approaching	0:03:18	Approaching	▼ +0:00:14
Schedule Adherence %	91.80%	Solid	92.05%	Solid	▲ +0.25 pts
Working Rate %	82.10%	Exceptional	82.76%	Exceptional	▲ +0.66 pts
QA Score %	98.00%	Exceptional	94.00%	Solid	▼ -4.00 pts
Claims Audit %	99.00%	Exceptional	100.00%	Exceptional	▲ +1.00 pts

Farabee, James

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:10:15	Excelling	At/above goal
Avg Hold Time	0:00:00	Excelling	At/above goal
Schedule Adherence %	92.39%	Solid	2.61 pts to Exceptional
Working Rate %	81.29%	Exceptional	At/above goal
QA Score %	95.33%	Exceptional	At/above goal
Claims Audit %	94.29%	Solid	0.71 pts to Exceptional

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:10:10	Excelling	0:09:25	Excelling	▲ -0:00:45
Avg Hold Time	0:00:00	Excelling	0:00:00	Excelling	→ +0:00:00
Schedule Adherence %	91.56%	Solid	94.33%	Solid	▲ +2.76 pts
Working Rate %	80.95%	Exceptional	82.21%	Exceptional	▲ +1.26 pts
QA Score %	93.00%	Solid	100.00%	Exceptional	▲ +7.00 pts
Claims Audit %	94.00%	Solid	100.00%	Exceptional	▲ +6.00 pts

Gray, Brandon

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:13:22	Approaching	0:00:22 to Performing
Avg Hold Time	0:04:56	Improvement Needed	0:00:56 to Approaching
Schedule Adherence %	92.63%	Solid	2.37 pts to Exceptional
Working Rate %	84.30%	Exceptional	At/above goal
QA Score %	100.00%	Exceptional	At/above goal
Claims Audit %	98.57%	Exceptional	At/above goal

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:13:09	Approaching	0:15:19	Improvement Needed	▼ +0:02:10
Avg Hold Time	0:04:56	Improvement Needed	0:05:13	Improvement Needed	▼ +0:00:17
Schedule Adherence %	92.64%	Solid	92.28%	Solid	▼ -0.35 pts
Working Rate %	84.26%	Exceptional	84.74%	Exceptional	▲ +0.48 pts
QA Score %	100.00%	Exceptional	—	—	→ —
Claims Audit %	100.00%	Exceptional	90.00%	Solid	▼ -10.00 pts

Heath, Darien

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:07:23	Excelling	At/above goal
Avg Hold Time	0:01:18	Performing	0:00:18 to Excelling
Schedule Adherence %	87.08%	Approaching	2.92 pts to Solid
Working Rate %	76.89%	Solid	3.11 pts to Exceptional
QA Score %	93.33%	Solid	1.67 pts to Exceptional
Claims Audit %	88.86%	Approaching	1.14 pts to Solid

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:07:31	Excelling	0:05:44	Excelling	▲ -0:01:47
Avg Hold Time	0:01:19	Performing	0:01:13	Performing	▲ -0:00:06
Schedule Adherence %	86.05%	Approaching	90.56%	Solid	▲ +4.51 pts
Working Rate %	75.90%	Solid	79.24%	Solid	▲ +3.34 pts
QA Score %	90.00%	Approaching	100.00%	Exceptional	▲ +10.00 pts
Claims Audit %	87.40%	Approaching	85.00%	Approaching	▼ -2.40 pts

Keuth, Jim

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:11:26	Performing	0:00:26 to Excelling
Avg Hold Time	0:00:43	Excelling	At/above goal
Schedule Adherence %	94.29%	Solid	0.71 pts to Exceptional
Working Rate %	77.64%	Solid	2.36 pts to Exceptional
QA Score %	95.67%	Exceptional	At/above goal
Claims Audit %	94.29%	Solid	0.71 pts to Exceptional

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:11:16	Performing	0:11:19	Performing	▼ +0:00:03
Avg Hold Time	0:00:47	Excelling	0:00:31	Excelling	▲ -0:00:16
Schedule Adherence %	93.49%	Solid	96.16%	Exceptional	▲ +2.66 pts
Working Rate %	74.39%	Approaching	85.92%	Exceptional	▲ +11.53 pts
QA Score %	97.00%	Exceptional	93.00%	Solid	▼ -4.00 pts
Claims Audit %	100.00%	Exceptional	60.00%	Improvement Needed	▼ -40.00 pts

Lee, Dean

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:13:50	Approaching	0:00:50 to Performing
Avg Hold Time	0:00:00	Excelling	At/above goal
Schedule Adherence %	88.78%	Approaching	1.22 pts to Solid
Working Rate %	79.26%	Solid	0.74 pts to Exceptional
QA Score %	94.33%	Solid	0.67 pts to Exceptional
Claims Audit %	91.29%	Solid	3.71 pts to Exceptional

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:13:37	Approaching	0:14:06	Improvement Needed	▼ +0:00:29
Avg Hold Time	0:00:00	Excelling	0:00:00	Excelling	→ +0:00:00
Schedule Adherence %	87.98%	Approaching	89.70%	Approaching	▲ +1.72 pts
Working Rate %	78.77%	Solid	80.18%	Exceptional	▲ +1.42 pts
QA Score %	91.50%	Solid	100.00%	Exceptional	▲ +8.50 pts
Claims Audit %	87.80%	Approaching	93.00%	Solid	▲ +5.20 pts

Michetti, Marc

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:18:49	Improvement Needed	0:04:49 to Approaching
Avg Hold Time	0:00:01	Excelling	At/above goal
Schedule Adherence %	79.77%	Improvement Needed	5.23 pts to Approaching
Working Rate %	73.57%	Approaching	1.43 pts to Solid
QA Score %	95.67%	Exceptional	At/above goal
Claims Audit %	98.57%	Exceptional	At/above goal

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:19:02	Improvement Needed	0:17:55	Improvement Needed	▲ -0:01:07
Avg Hold Time	0:00:01	Excelling	0:00:00	Excelling	▲ -0:00:01
Schedule Adherence %	75.53%	Improvement Needed	87.85%	Approaching	▲ +12.32 pts
Working Rate %	70.52%	Approaching	79.12%	Solid	▲ +8.60 pts
QA Score %	97.50%	Exceptional	92.00%	Solid	▼ -5.50 pts
Claims Audit %	98.00%	Exceptional	100.00%	Exceptional	▲ +2.00 pts

Munson, Justin

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:15:12	Improvement Needed	0:01:12 to Approaching
Avg Hold Time	0:00:02	Excelling	At/above goal
Schedule Adherence %	86.00%	Approaching	4.00 pts to Solid
Working Rate %	76.56%	Solid	3.44 pts to Exceptional
QA Score %	92.00%	Solid	3.00 pts to Exceptional
Claims Audit %	96.43%	Exceptional	At/above goal

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:14:39	Improvement Needed	0:16:51	Improvement Needed	▼ +0:02:12
Avg Hold Time	0:00:03	Excelling	0:00:00	Excelling	▲ -0:00:03
Schedule Adherence %	85.42%	Approaching	87.86%	Approaching	▲ +2.44 pts
Working Rate %	75.69%	Solid	78.59%	Solid	▲ +2.90 pts
QA Score %	90.00%	Solid	96.00%	Exceptional	▲ +6.00 pts
Claims Audit %	98.40%	Exceptional	83.00%	Improvement Needed	▼ -15.40 pts

Otto, Christopher

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:16:43	Improvement Needed	0:02:43 to Approaching
Avg Hold Time	0:00:01	Excelling	At/above goal
Schedule Adherence %	91.62%	Solid	3.38 pts to Exceptional
Working Rate %	83.17%	Exceptional	At/above goal
QA Score %	100.00%	Exceptional	At/above goal
Claims Audit %	100.00%	Exceptional	At/above goal

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:16:38	Improvement Needed	0:18:02	Improvement Needed	▼ +0:01:24
Avg Hold Time	0:00:01	Excelling	0:00:01	Excelling	→ +0:00:00
Schedule Adherence %	91.43%	Solid	91.53%	Solid	▲ +0.10 pts
Working Rate %	82.71%	Exceptional	83.64%	Exceptional	▲ +0.93 pts
QA Score %	100.00%	Exceptional	100.00%	Exceptional	→ +0.00 pts
Claims Audit %	100.00%	Exceptional	100.00%	Exceptional	→ +0.00 pts

Phillips, John

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:22:50	Improvement Needed	0:08:50 to Approaching
Avg Hold Time	0:01:37	Performing	0:00:37 to Excelling
Schedule Adherence %	51.19%	Improvement Needed	33.81 pts to Approaching
Working Rate %	83.66%	Exceptional	At/above goal
QA Score %	97.33%	Exceptional	At/above goal
Claims Audit %	—	—	—

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	—	—	—	—	→ —
Avg Hold Time	—	—	—	—	→ —
Schedule Adherence %	—	—	—	—	→ —
Working Rate %	—	—	—	—	→ —
QA Score %	—	—	—	—	→ —
Claims Audit %	—	—	—	—	→ —

Puskar, David

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:10:00	Excelling	At/above goal
Avg Hold Time	0:00:01	Excelling	At/above goal
Schedule Adherence %	93.05%	Solid	1.95 pts to Exceptional
Working Rate %	82.79%	Exceptional	At/above goal
QA Score %	90.00%	Solid	5.00 pts to Exceptional
Claims Audit %	100.00%	Exceptional	At/above goal

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:09:48	Excelling	0:11:23	Performing	▼ +0:01:35
Avg Hold Time	0:00:01	Excelling	0:00:01	Excelling	→ +0:00:00
Schedule Adherence %	92.64%	Solid	93.67%	Solid	▲ +1.03 pts
Working Rate %	82.86%	Exceptional	82.91%	Exceptional	▲ +0.06 pts
QA Score %	87.00%	Approaching	96.00%	Exceptional	▲ +9.00 pts
Claims Audit %	100.00%	Exceptional	100.00%	Exceptional	→ +0.00 pts

Pyles, Dennis

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:10:29	Excelling	At/above goal
Avg Hold Time	0:03:47	Approaching	0:00:47 to Performing
Schedule Adherence %	91.92%	Solid	3.08 pts to Exceptional
Working Rate %	82.11%	Exceptional	At/above goal
QA Score %	98.67%	Exceptional	At/above goal
Claims Audit %	98.57%	Exceptional	At/above goal

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:11:04	Performing	0:08:29	Excelling	▲ -0:02:35
Avg Hold Time	0:04:04	Improvement Needed	0:02:57	Performing	▲ -0:01:07
Schedule Adherence %	91.41%	Solid	94.77%	Solid	▲ +3.36 pts
Working Rate %	81.23%	Exceptional	84.56%	Exceptional	▲ +3.33 pts
QA Score %	98.00%	Exceptional	100.00%	Exceptional	▲ +2.00 pts
Claims Audit %	100.00%	Exceptional	100.00%	Exceptional	→ +0.00 pts

Rangel, Ignacio

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:21:59	Improvement Needed	0:07:59 to Approaching
Avg Hold Time	0:05:54	Improvement Needed	0:01:54 to Approaching
Schedule Adherence %	87.27%	Approaching	2.73 pts to Solid
Working Rate %	81.36%	Exceptional	At/above goal
QA Score %	98.33%	Exceptional	At/above goal
Claims Audit %	92.71%	Solid	2.29 pts to Exceptional

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:22:33	Improvement Needed	0:22:29	Improvement Needed	▲ -0:00:04
Avg Hold Time	0:05:57	Improvement Needed	0:06:37	Improvement Needed	▼ +0:00:40
Schedule Adherence %	87.14%	Approaching	87.98%	Approaching	▲ +0.85 pts
Working Rate %	81.47%	Exceptional	82.00%	Exceptional	▲ +0.54 pts
QA Score %	97.50%	Exceptional	100.00%	Exceptional	▲ +2.50 pts
Claims Audit %	89.80%	Approaching	100.00%	Exceptional	▲ +10.20 pts

Stewart, Austin

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:09:31	Excelling	At/above goal
Avg Hold Time	0:03:48	Approaching	0:00:48 to Performing
Schedule Adherence %	89.78%	Approaching	0.22 pts to Solid
Working Rate %	80.50%	Exceptional	At/above goal
QA Score %	96.67%	Exceptional	At/above goal
Claims Audit %	87.00%	Approaching	3.00 pts to Solid

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:09:17	Excelling	0:10:20	Excelling	▼ +0:01:03
Avg Hold Time	0:03:47	Approaching	0:03:55	Approaching	▼ +0:00:08
Schedule Adherence %	89.87%	Approaching	87.89%	Approaching	▼ -1.98 pts
Working Rate %	80.25%	Exceptional	80.24%	Exceptional	▼ -0.01 pts
QA Score %	95.00%	Exceptional	100.00%	Exceptional	▲ +5.00 pts
Claims Audit %	83.80%	Improvement Needed	90.00%	Solid	▲ +6.20 pts

Taylor, Christopher

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:14:54	Improvement Needed	0:00:54 to Approaching
Avg Hold Time	0:00:00	Excelling	At/above goal
Schedule Adherence %	93.75%	Solid	1.25 pts to Exceptional
Working Rate %	67.35%	Improvement Needed	2.65 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

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	0:15:36	Improvement Needed	0:08:21	Excelling	▲ -0:07:15
Avg Hold Time	0:00:00	Excelling	0:00:00	Excelling	→ +0:00:00
Schedule Adherence %	93.45%	Solid	100.00%	Exceptional	▲ +6.55 pts
Working Rate %	67.24%	Improvement Needed	69.88%	Improvement Needed	▲ +2.63 pts
QA Score %	80.50%	Improvement Needed	—	—	→ —
Claims Audit %	82.00%	Improvement Needed	—	—	→ —

Thorpe, Nathan

Year-To-Date Summary (Jan-Feb)

Metric	YTD Value	YTD Tier	Goal Delta
AHT	0:12:42	Performing	0:01:42 to Excelling
Avg Hold Time	0:02:20	Performing	0:01:20 to Excelling
Schedule Adherence %	50.01%	Improvement Needed	34.99 pts to Approaching
Working Rate %	79.43%	Solid	0.57 pts to Exceptional
QA Score %	95.00%	Exceptional	At/above goal
Claims Audit %	—	—	—

Jan 2026 vs Feb 2026 (with Trend & Delta)

Metric	Jan 2026 Value	Jan 2026 Tier	Feb 2026 Value	Feb 2026 Tier	Δ + Arrow
AHT	—	—	—	—	→ —
Avg Hold Time	—	—	—	—	→ —
Schedule Adherence %	—	—	—	—	→ —
Working Rate %	—	—	—	—	→ —
QA Score %	—	—	—	—	→ —
Claims Audit %	—	—	—	—	→ —