

February 2025

ORACLE

Health

Responsiveness Champions – Initial Response w/in 24 Hours

The below team members attained between 90% and 95% responsiveness metric. (Minimum 20 new SR's)

David Powell
Tara Hammerman

The below team members were top five in initial responsiveness using a scoring model to account for responsiveness and volume of inbound emails received or maintained a 95% response rate with greater than 20new SR's.

Erica Parker
Heyward Lundy
Gavin Caler
James Wright

*Achieved 95%+ and had greater than 90 new SR's received.

The below team members attained between 80% and 85% responsiveness metric. (minimum 20new SR's)

Anjelica Jackson
Alex Meacham
Robert Dettenwanger