

ASSIGNED TO	Tickets Handled	Tickets Resolved on First Contact	AverageResolutionTimeHours	FTR Rate (%)
Kabeer	1	1	15.00	100
Navya	363	349	27.17	82
Nithin	954	900	29.75	75
Shivam	920	819	23.49	74
Megha	426	229	179.72	68
	12	11	73.25	67
Ravind	444	352	57.20	61
Jose K	391	298	44.25	61
Manjun	269	193	39.01	61
Sagar	533	374	176.18	60
Purnas	444	377	56.80	60
Tarish	523	453	43.64	59
Rekha	436	284	76.95	59
Sony M	312	286	315.85	56
Rakshi	804	569	83.03	56
Rishit	477	389	45.93	56
Rashmi	412	341	46.63	55
Joel J	246	228	92.36	54
Neerav	2	1	2.50	50
vishal	4	2	45.00	50
Arti K	484	338	52.77	50
Nandha	337	227	58.12	49
Tharun	150	118	44.75	49
Rajesh	419	344	222.77	48
Gourav	375	340	90.91	46
Shweth	233	227	96.27	44
Vernal	430	325	35.55	43
Maria	490	459	53.79	42
Bavan	515	470	93.16	41
Shreya	300	264	278.96	37
Mohamm	208	198	106.52	37
<b>Total</b>	<b>12911</b>	<b>10597</b>	<b>91.84</b>	<b>55</b>

## Agent Performance

FTR Rate

55

Open Tickets

2314

Closed Tickets

11K

Tickets Handled, Tickets Resolved on First Contact, AverageResolutionTimeHours and FTR Rate (%) by ASSIGNED TO

