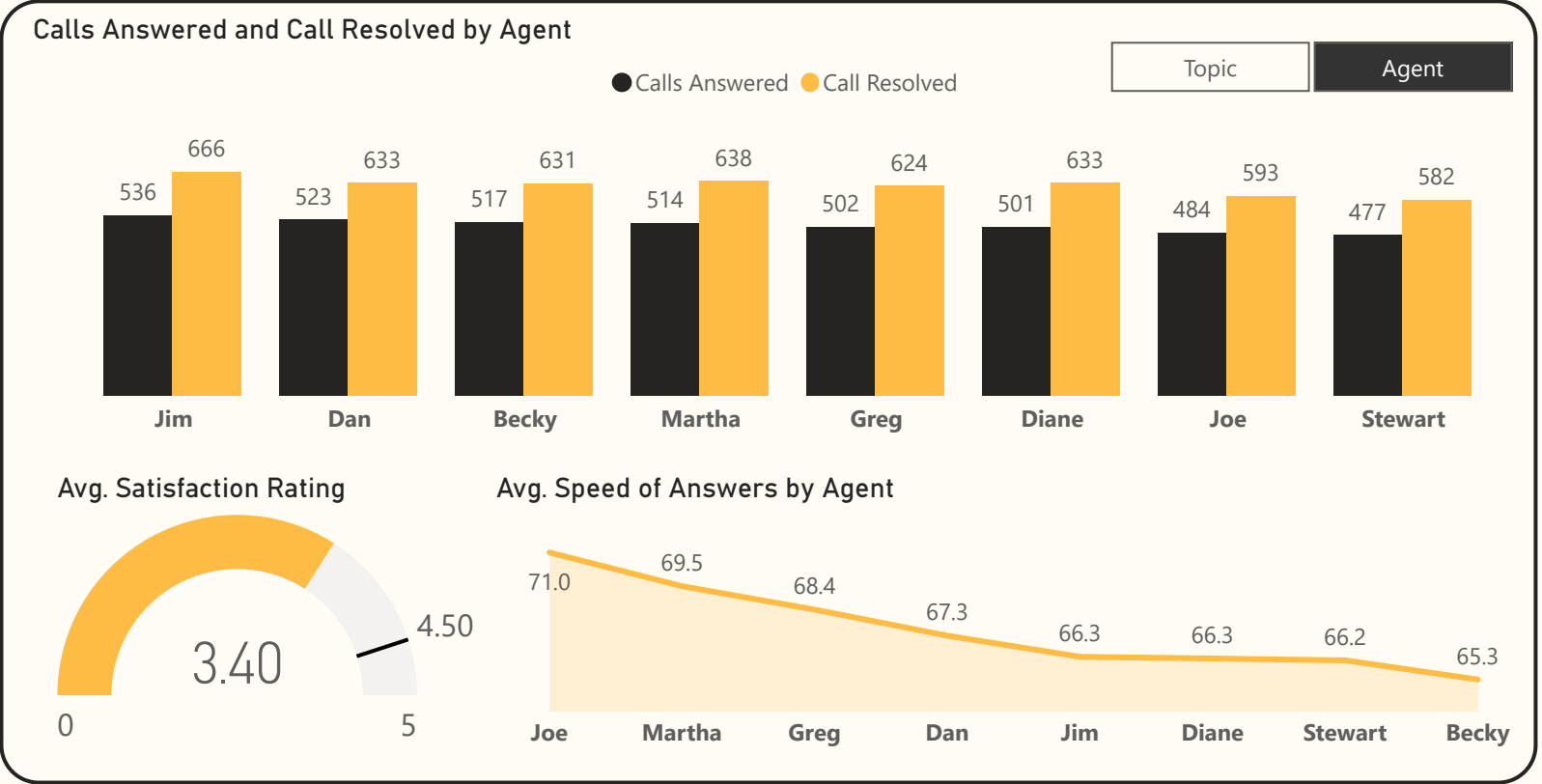
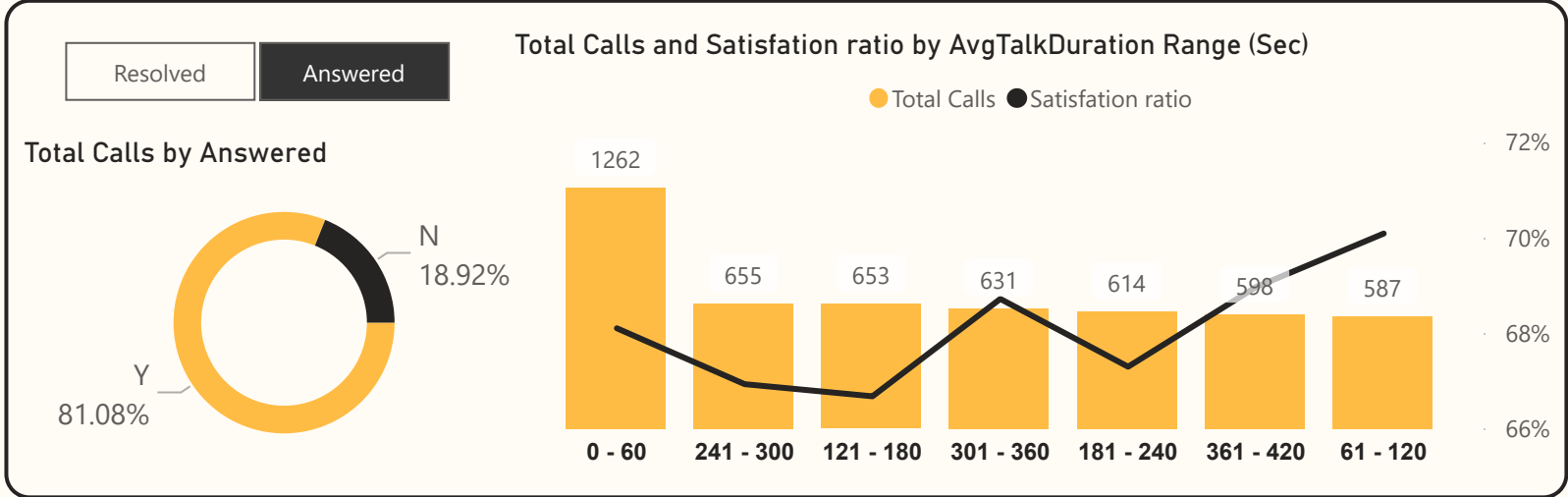


Call Centre Trends



Calls Received by Time Period											
Day	9	10	11	12	13	14	15	16	17	18	
Fri	59	67	76	60	53	62	51	51	63	4	
Mon	62	55	70	75	82	70	66	59	90		
Sat	61	55	90	81	65	54	73	67	66	2	
Sun	61	58	87	49	80	72	48	73	58	2	
Thu	64	84	61	72	62	50	48	67	69	2	
Tue	60	67	50	43	63	50	88	76	56	1	
Wed	69	46	47	51	79	48	61	69	73	1	

Calls Abandoned by Time Period											
Day	9	10	11	12	13	14	15	16	17	18	
Fri	17	19	14	16	9	10	19	15	15	0	
Mon	20	11	16	15	18	28	10	7	16		
Sat	15	13	22	19	15	16	15	19	20	0	
Sun	15	12	15	17	20	10	10	15	14	0	
Thu	16	16	15	22	12	10	18	9	15	0	
Tue	7	15	12	14	20	8	12	19	13	1	
Wed	21	11	15	13	16	11	12	20	15	1	



Agent	Total Calls	Calls Answered	Calls Abandoned	Avg. Speed of Answers (Sec)	Satisfsation ratio
Joe	593	484	109	70.99	66.61%
Martha	638	514	124	69.49	69.42%
Greg	624	502	122	68.44	68.09%
Dan	633	523	110	67.28	68.95%
Jim	666	536	130	66.34	67.87%
Diane	633	501	132	66.27	68.10%
Stewart	582	477	105	66.18	68.01%
Becky	631	517	114	65.33	67.43%
Total	5000	4054	946	67.52	68.07%