

## Transaction Volume by Platform & Status

**MonthYear**

**Week Start**

**Date**

**Blaze Status**

- Select all
- Canceled
- Canceled diff...
- Completed
- Completed di...
- Duplicate
- RefundWithl...

**5,723**  
All Transactions

**4,472**  
Total IO

**418**  
Total CO

**843**  
Nextiva

**1,158**  
Total Inbound

**Blaze Status Distribution**

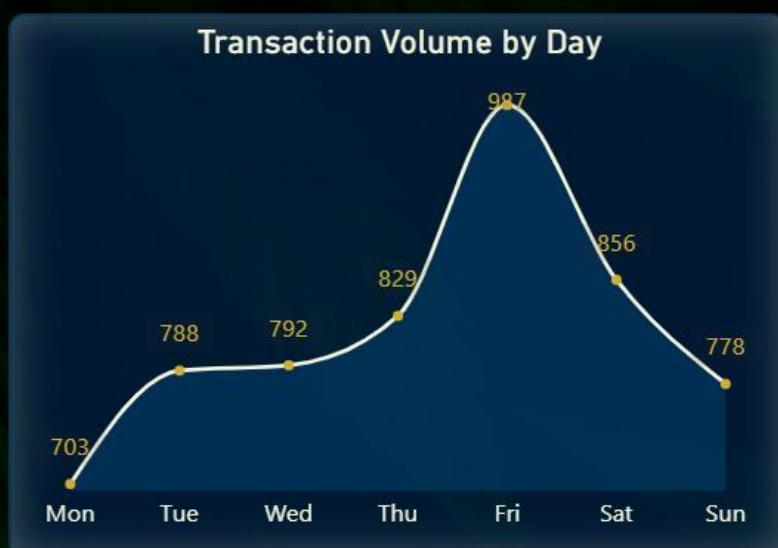
Blaze Status	All Trans	Total IO	Total CO	Nextiva
Completed	4,940	4,187	5	751
Completed different date	274	240	1	33
Canceled	487	39	393	61
Duplicate	14	9	6	
Canceled different date	30	7	19	4
<b>Total</b>	<b>5,723</b>	<b>4,472</b>	<b>418</b>	<b>842</b>

**Platform Volume Distribution**

Platform	All Transactions
GetNugg	21
Google Voice	15
Leafly	94
Meadow	962
Nextiva	826
Phone	24
<b>Total</b>	<b>5,723</b>

**Cancellation Reasons**

Dispatch Status Reason	All Transactions
Payment type not accepted	15
Other (specify in notes)	134
Order total too expensive	65
Item(s) out of stock	48
ID or med rec issue	19
ETA too long	52
<b>Total</b>	<b>5,723</b>



# Team Performance & Quality Metrics

MonthYear

Nov 2025

Week Start

All

Date

All

Lead

- Select all
- Bernie
- Jessica
- NoLead
- Rod

WIW Position

Multiple select...

Hubstaff Position

Multiple select...

**82.01%**  
Avg QA Score

**3.66**  
Orders Per Hour

**9.49%**  
Cancellation Rate

**2.25%**  
Upsell Rate

**151**  
QA Evaluations

**Overall Rating  
1.30**  
● Poor  
0.00 vs Last Week

## Performance Overview

Dispatcher	QA Rating	OPH Rating	Cancellation Rating	Upsell Rating	Overall Rating
April Dawn Sale	1	1	4	1	1.45
Bernie Role	1	1	5	1	1.60
Clifford Fajardo	2	1	5	1	2.10
Cristal Jane Petil	1	1	4	1	1.45
Gennis H	1	3	5	2	2.15
Gerald Paul Guballa	1	1	2	1	1.15
Germaine Visales	1	1	1	1	1.00
<b>Total</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1.30</b>

## Individual Performance Details

Dispatcher	Avg QA Score	Orders Per Hour	Cancellation Rate	Upsell Rate
April Dawn Sale		2.48	8.57%	0.00%
Bernie Role		4.80	7.37%	0.00%
Clifford Fajardo	86.18%	4.89	7.49%	1.27%
Cristal Jane Petil	84.55%	4.24	8.42%	0.38%
Gennis H	77.68%	6.34	6.66%	4.72%
Gerald Paul Guballa		2.25	10.64%	0.00%
Germaine Visales		2.44	14.04%	1.67%
Janice Taganas	80.02%	3.62	9.09%	1.79%
Jessica Rosales		0.00		8.00%
John Rayster Gerbabuena		2.73	11.27%	4.76%
Jonathan (DISPATCH) Paypa		3.52	6.35%	1.44%
Kate Diane Posing	86.62%	2.37	6.85%	1.47%
Leeco Mamigo	83.18%	3.93	6.31%	2.69%
Maria Luisa Laurio		3.83	11.98%	1.06%
Maricel Paulin		1.80	17.65%	0.00%
Queenie Pagara	82.18%	4.27	10.53%	2.65%
Rasul Mamasaunda	69.24%	2.67	12.74%	0.00%
<b>Total</b>	<b>82.01%</b>	<b>3.68</b>	<b>9.49%</b>	<b>2.25%</b>

## Quality Trend Analysis



# Dispatcher Productivity & Performance Report

MonthYear  
Nov 2025

Week Start  
All

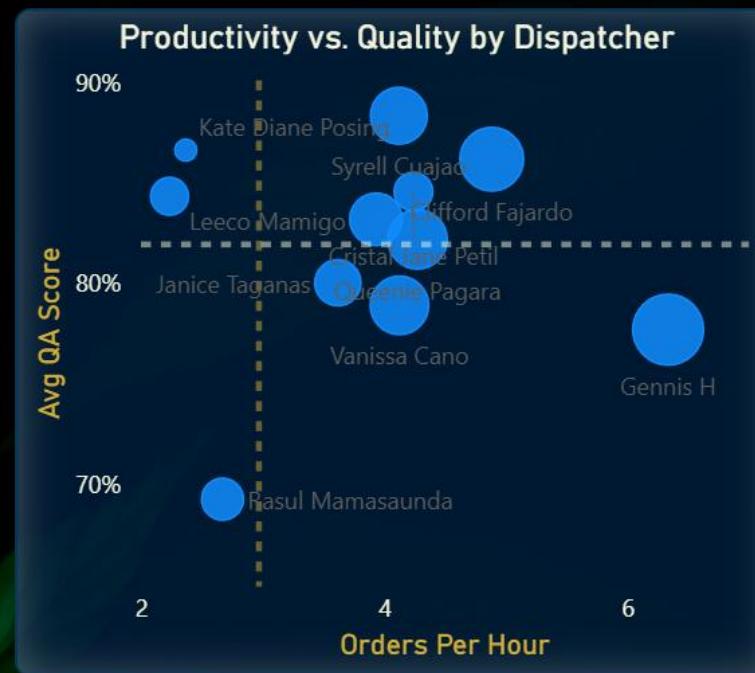
Date  
All

Lead  
 Select all  
 Bernie  
 Jessica  
 NoLead  
 Rod

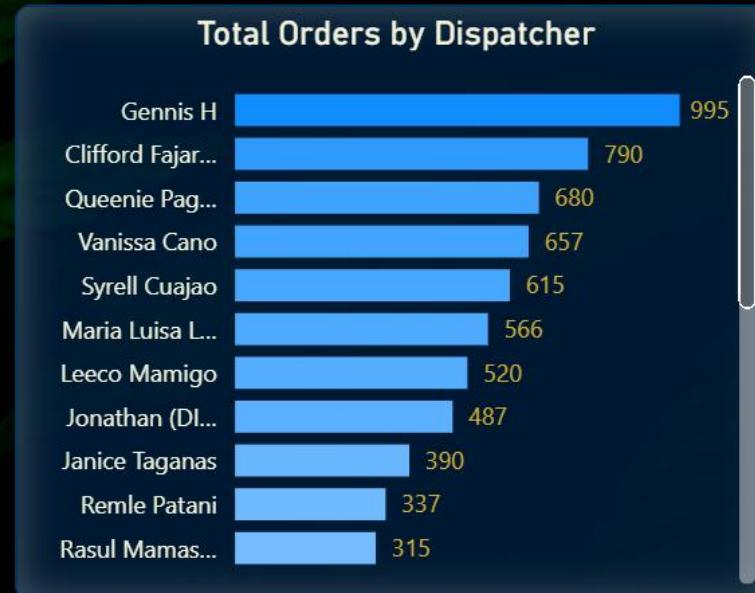
WIW Position  
Multiple select... ▾

Hubstaff Position  
Multiple select... ▾

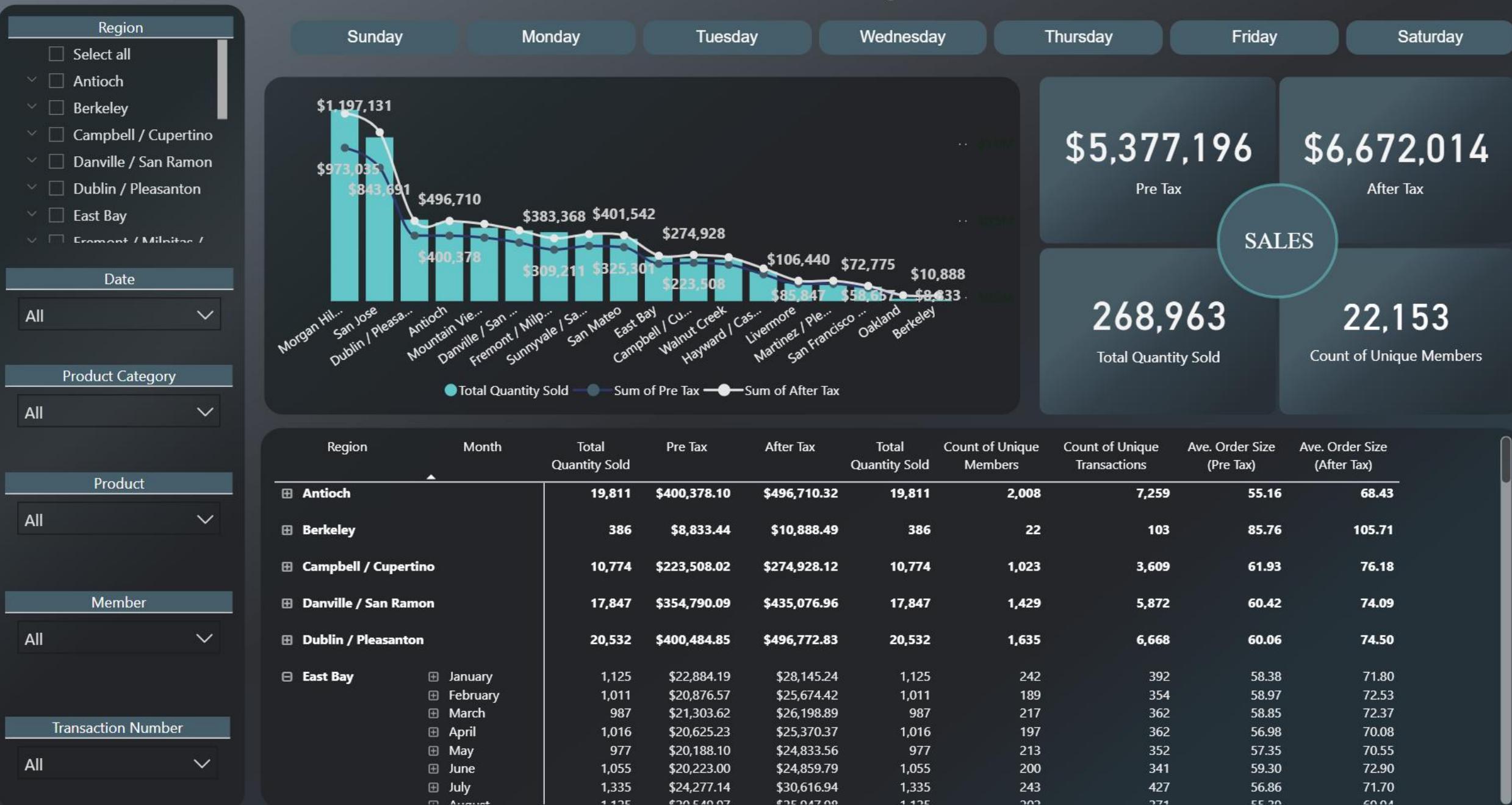
When I Work Metrics					
Dispatcher	Total Orders	Orders Per Hour	Adjusted WIW Hours	Off Hours	WIW Total Hours
Gennis H	995	6.34	157.04		157.04
Clifford Fajardo	790	4.89	161.71	0.22	161.93
Queenie Pagara	680	4.27	159.08		159.08
Vanissa Cano	657	4.13	159.24	0.08	159.32
Syrell Cuajao	615	4.12	149.22		149.22
Maria Luisa Laurio	566	3.83	147.86		147.86
Leeco Mamigo	520	3.93	132.21		132.21
Jonathan (DISPATCH) Paypa	487	3.52	138.40		138.40
Janice Taganas	390	3.62	107.76	2.58	110.34
Remle Patani	337	2.64	127.62		127.62
<b>Total</b>	<b>7,877</b>	<b>3.68</b>	<b>2,140.33</b>	<b>41.50</b>	<b>2,181.83</b>



Hubstaff Time Tracking Metrics					
Dispatcher	Total Orders	Orders Per Hour	Adjusted HS Hours	Off Hours	Hubstaff Total Hours
		HS			
Veronica Abellon	250	2.25	111.15	0.67	111.82
Vanissa Cano	657	4.13	158.90	0.08	158.99
Syrell Cuajao	615	4.16	147.75		147.75
Socrates Alcoriza	227	2.04	111.23		111.23
Sheila Dancil	9	0.00			
Rodolph Paras	34	0.00			
Remle Patani	337	2.65	126.95		126.95
Rasul Mamasunda	315	2.73	115.28		115.28
<b>Total</b>	<b>7,877</b>	<b>3.43</b>	<b>2,296.74</b>	<b>41.50</b>	<b>2,338.24</b>



# Sales Summary



# Gross Margin

**Region**

- Select all
- Antioch
- Berkeley
- Campbell / Cupertino
- Danville / San Ramon
- Dublin / Pleasanton
- East Bay
- Fremont / Milpitas / Union City

**Date**

All

**Product Category**

All

**Product**

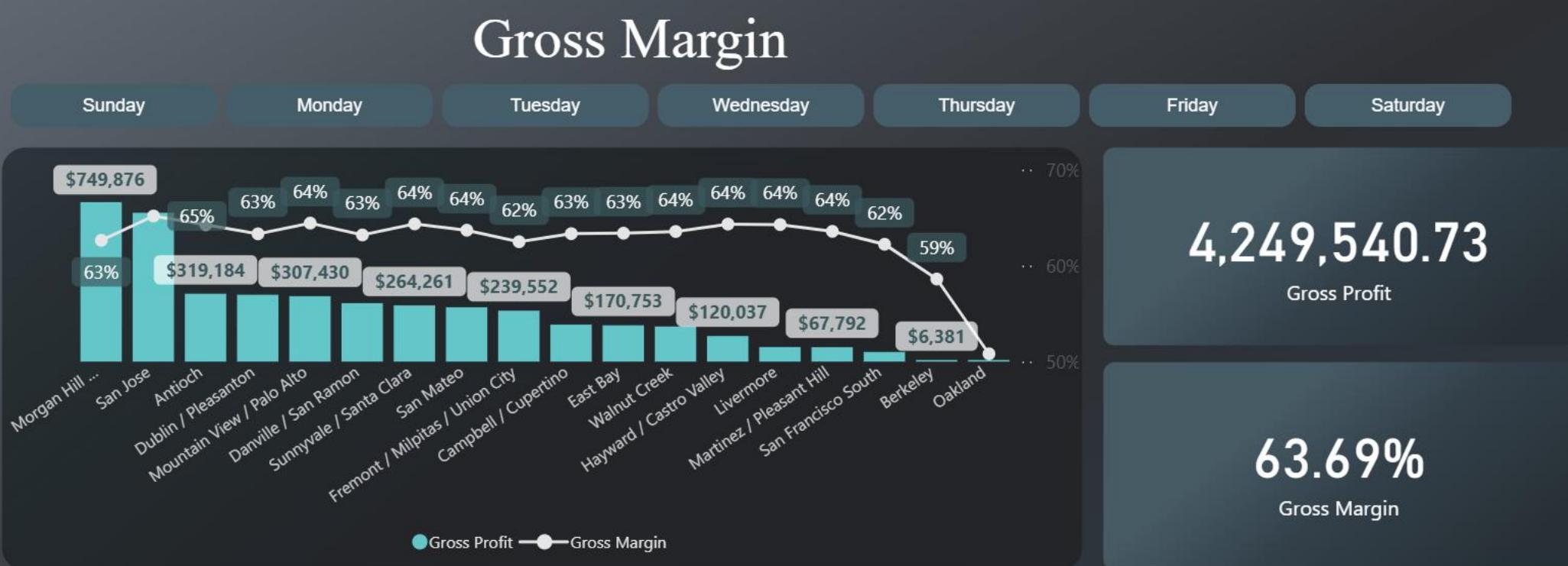
All

**Member**

All

**Transaction Number**

All



4,249,540.73

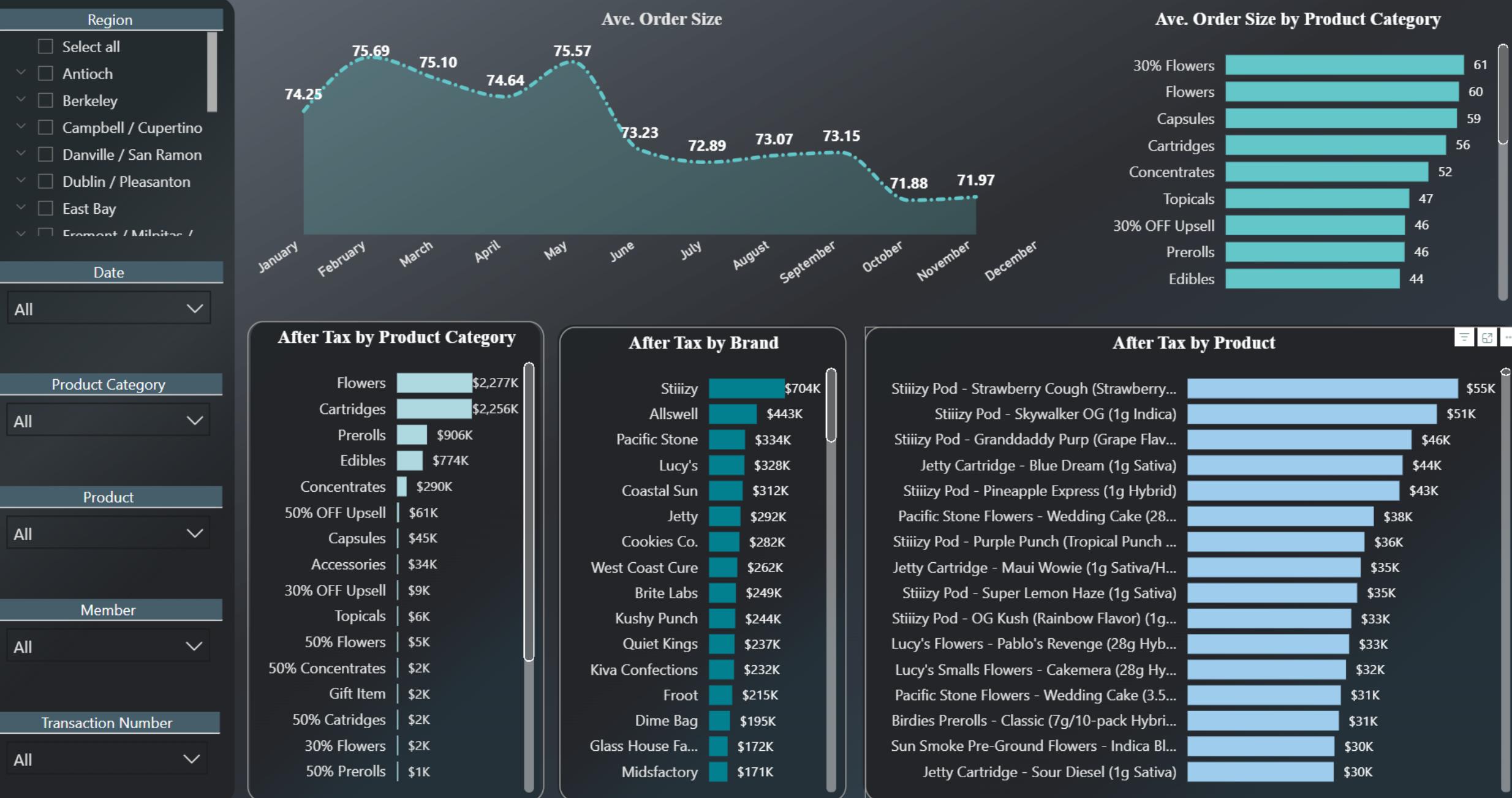
Gross Profit

63.69%

Gross Margin

Month	Region	Count of Unique Members	Count of Unique Transactions	Total Quantity Sold	After Tax	Ave. Order Size (After Tax)	COGS	Gross Profit	Gross Margin
January		5,345	9,165	27,262	\$680,525.20	74.25	\$247,979.42	\$432,545.78	63.56%
February		4,903	8,176	24,667	\$618,835.57	75.69	\$229,034.17	\$389,801.40	62.99%
March		5,250	8,927	26,798	\$670,441.41	75.10	\$247,211.69	\$423,229.72	63.13%
April		4,959	8,697	25,907	\$649,122.65	74.64	\$235,835.45	\$413,287.20	63.67%
May	Antioch	418	701	1,809	\$48,746.11	69.54	\$17,147.89	\$31,598.22	64.82%
	Berkeley	7	13	49	\$1,415.13	108.86	\$530.51	\$884.62	62.51%
	Campbell / Cupertino	228	366	1,076	\$28,790.62	78.66	\$10,501.97	\$18,288.65	63.52%
	Danville / San Ramon	340	543	1,786	\$41,379.33	76.21	\$15,742.97	\$25,636.36	61.95%
	Dublin / Pleasanton	383	682	2,085	\$51,427.99	75.41	\$18,834.20	\$32,593.79	63.38%
	East Bay	213	352	977	\$24,833.56	70.55	\$8,891.16	\$15,942.40	64.20%
	Fremont / Milpitas / Union City	282	498	1,655	\$37,438.96	75.18	\$14,140.58	\$23,298.38	62.23%
	Hayward / Castro Valley	155	270	783	\$20,057.87	74.29	\$7,063.25	\$12,994.62	64.79%
	Livermore	82	130	417	\$10,000.00	71.10	\$2,572.11	\$7,427.89	62.94%

# Average Order Size | After Tax by Product



# Sales Performance ( Pre tax)



# Sales Performance ( After tax)

