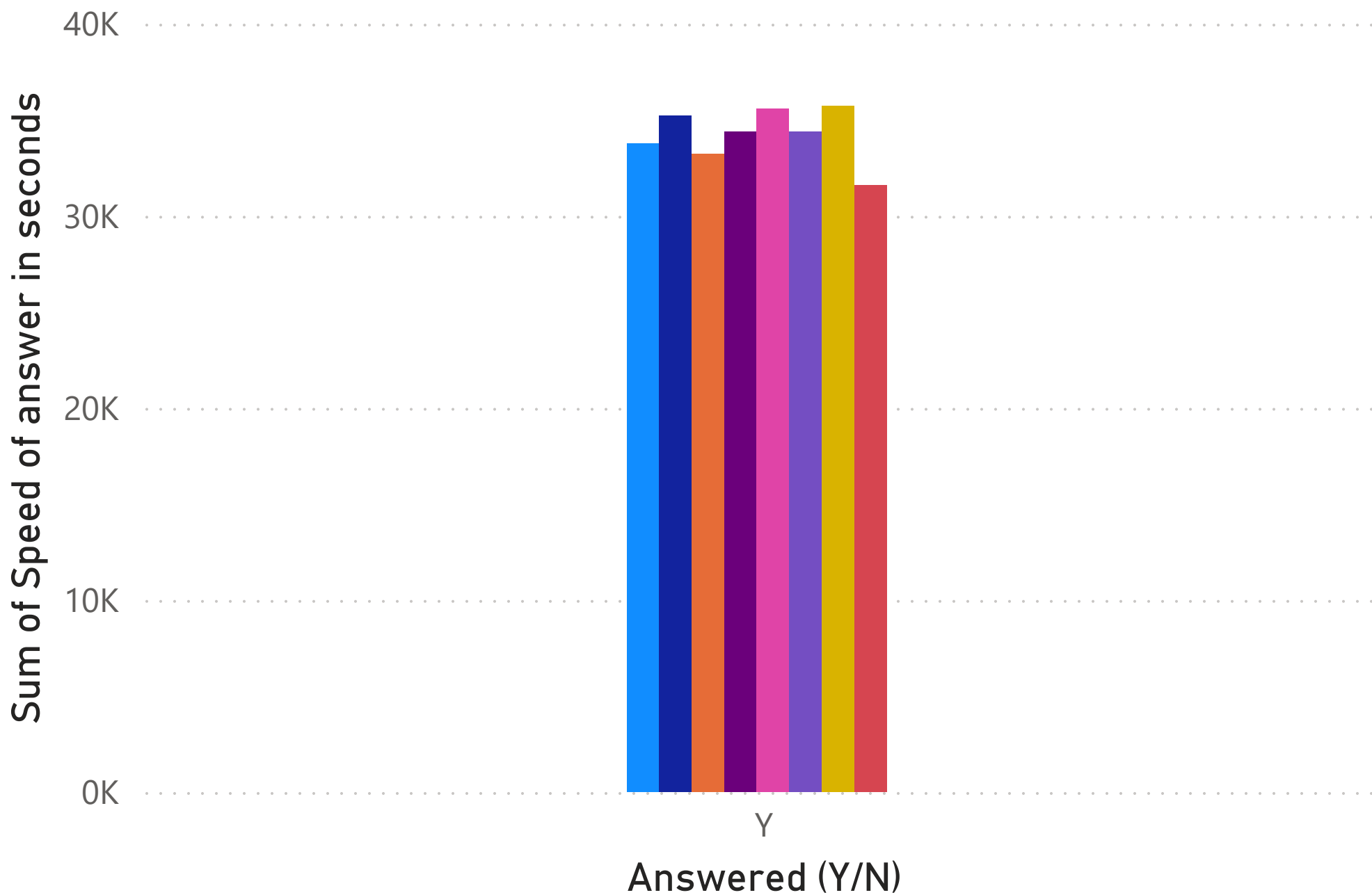


Overall customer satisfaction

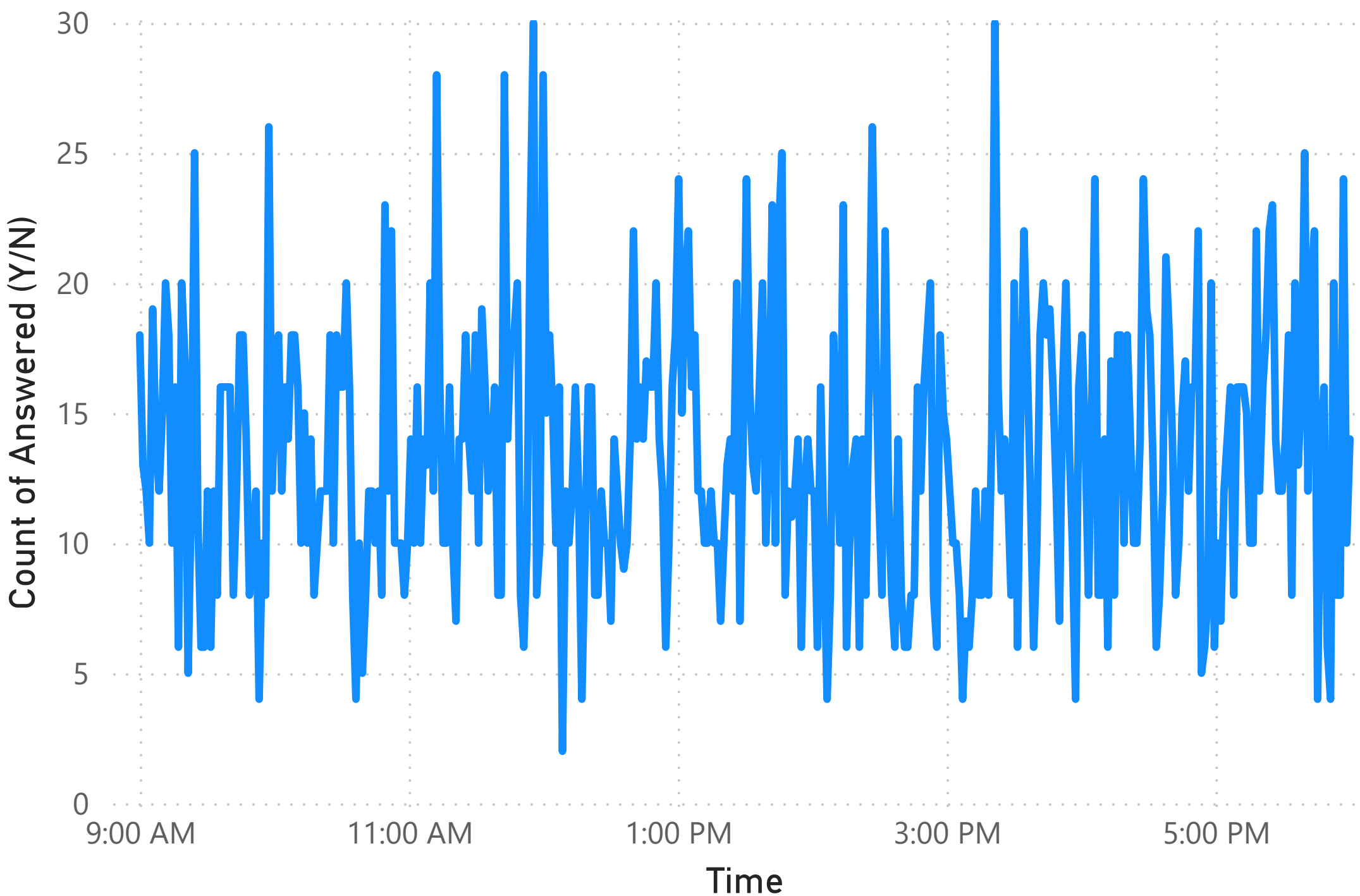


Agent's performance quadrant

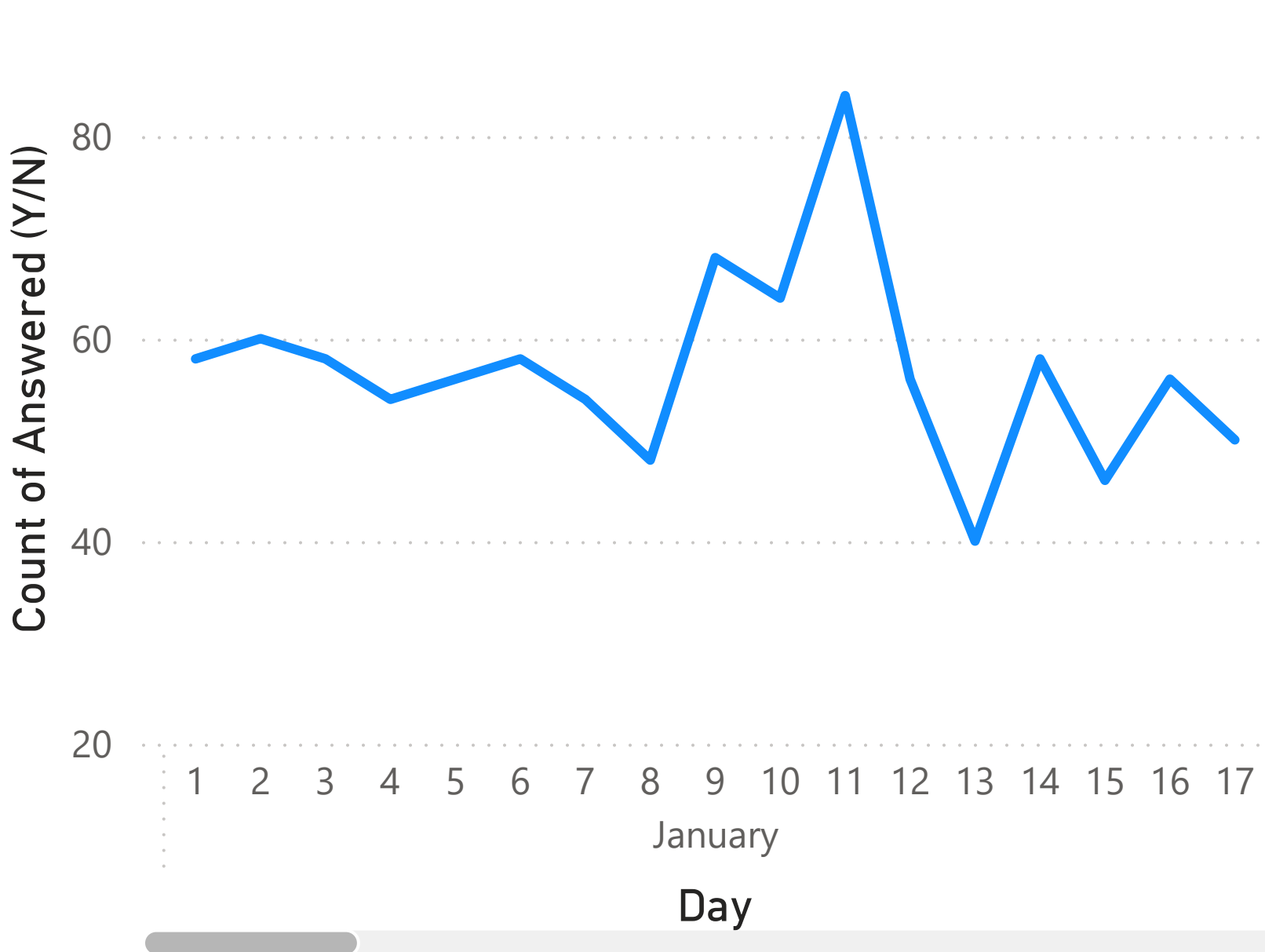
Agent Becky Dan Diane Greg Jim Joe Martha Stewart



Calls By Time



Overall calls answered/abandoned



Average speed of answer

