

# Call center, sneak peek and key numbers

2018	2019	2020	2021
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Revenue Generated

582.33K

Prev. Year: 535.05K (+8.84%)

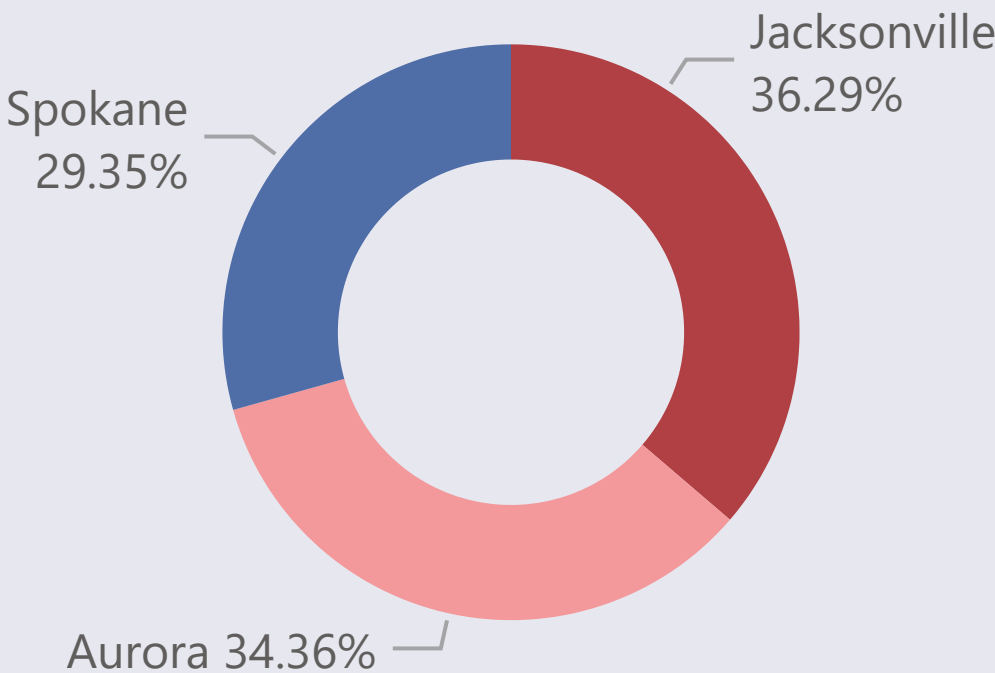
Calls Answered

32.85K

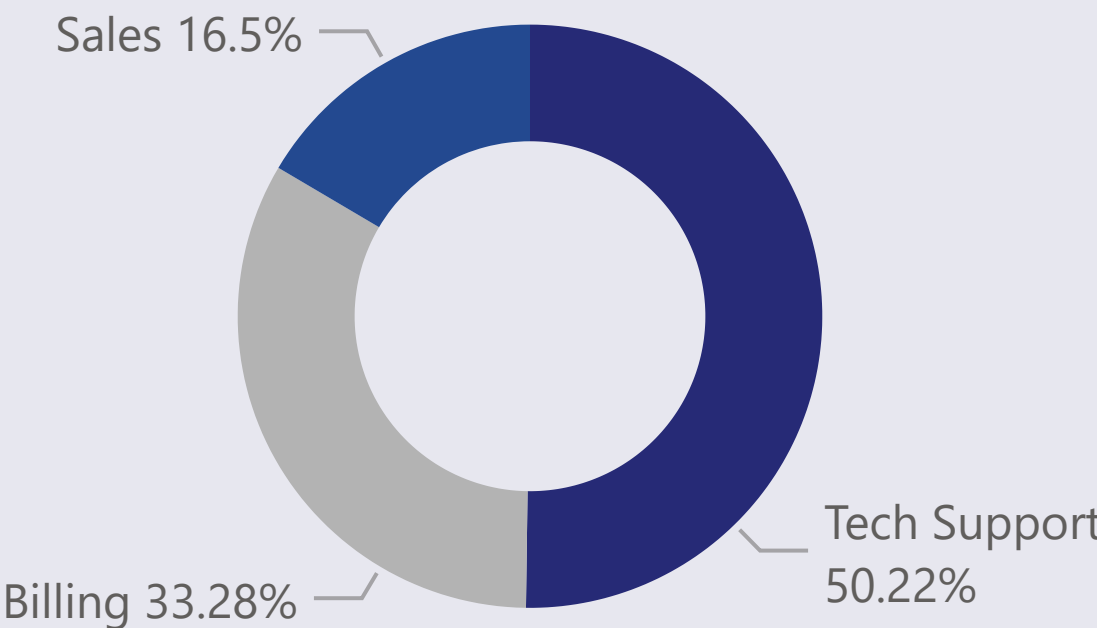
Prev. Year: 32.93K (-0.26%)

Calls	Revenue
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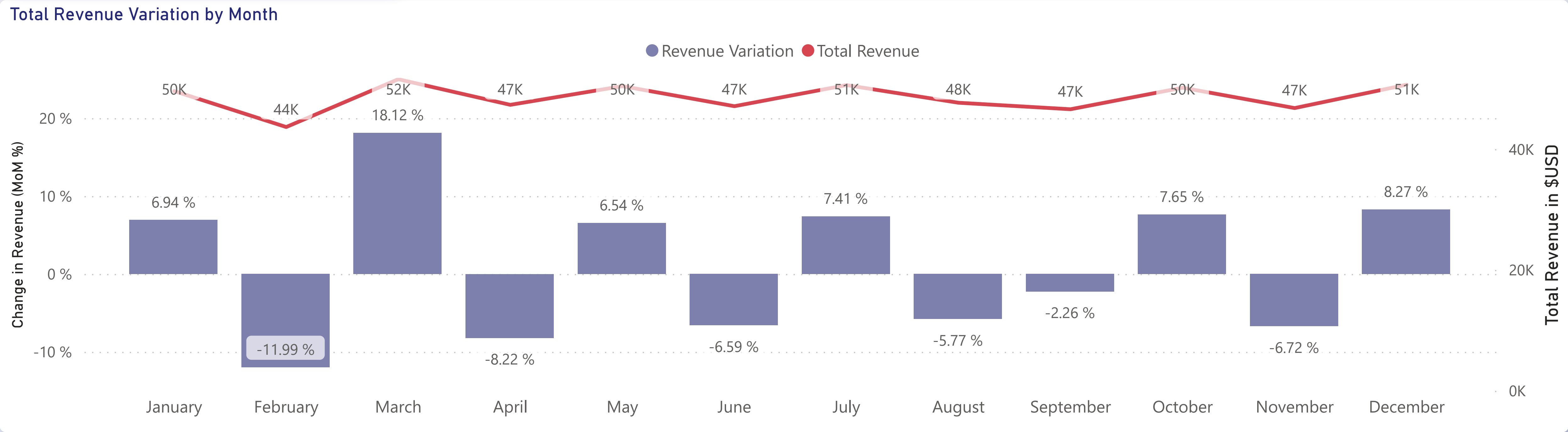
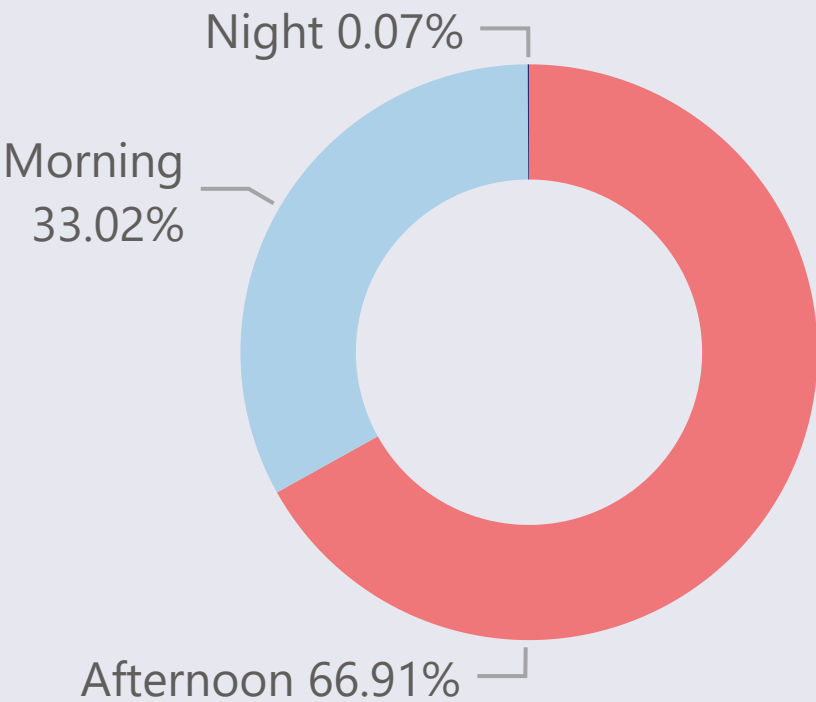
Number of Calls by Site



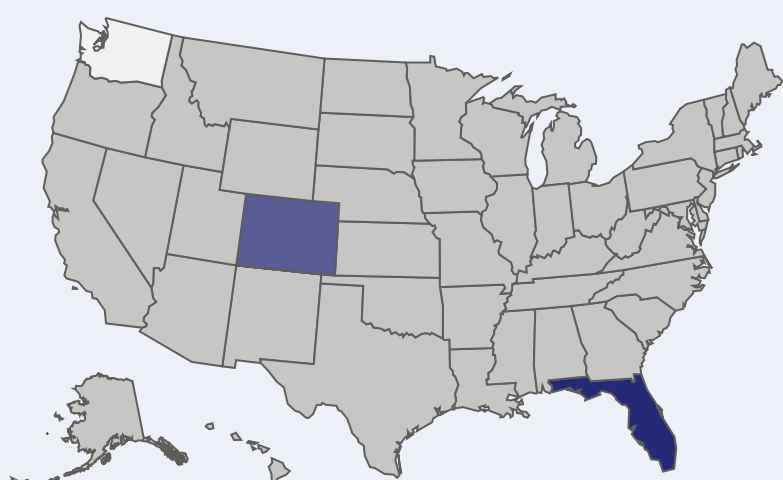
Number of Calls by Type



Call Activity by Time of Day



# Performance throughout the United States



2M

Total Revenue

64

Number of Employees

12.53

Average Call Time (minutes)

30

Average Wait Time (seconds)

Site City

Multiple selections

Manager

All

2018

2019

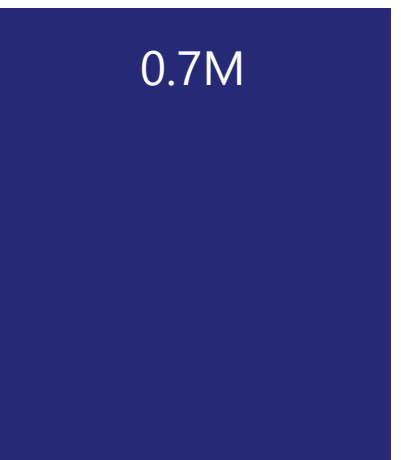
2020

2021

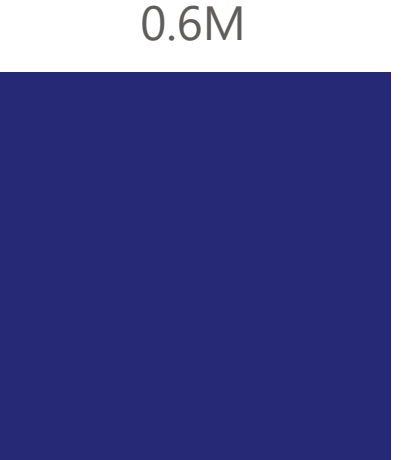
## Revenue by State



Florida



Colorado



Washington

## Number of Calls by Manager Team

Ardath Ducharme

14.53K

Jamar Prah

14.52K

Elsie Taplin

14.48K

Casey Bainbridge

14.35K

Collin Trotman

12.52K

Rana Taub

12.33K

Gonzalo ...

10.34K

Abbie Le...

8.27K

Miyoko ...

6.15K

Shala Lion

10.22K

Nova Ha...

8.25K

Deidre R...

5.87K

## Employee Performance Metrics

EmployeeName	Average Call Time	Percentage of Calls Within SLA	Number of Call Abandoned (%)
Debora Wilker	12.32	80.1%	7 %
Rafael Langton	12.54	80.0%	7 %
Brittanie Ballin	12.49	80.5%	7 %
Sheba Ary	12.49	79.4%	7 %
Jenni Brammer	12.27	81.4%	7 %
Beulah Aubert	12.66	79.5%	7 %
Mireya Paz	12.48	80.1%	7 %
Susy Burgamy	12.60	80.4%	7 %
Dorathy Staiger	12.41	78.0%	7 %
Kortney Deacon	12.30	79.2%	7 %
Jacob Farney	12.41	80.2%	7 %
Blythe Welles	12.55	79.1%	7 %
Larissa Drouin	12.37	80.2%	7 %
Ghislaine Alban	12.30	79.8%	7 %
Ileen Bornstein	12.60	80.9%	6 %
Harrison Finlayson	12.37	81.3%	6 %
Malik Nowlen	12.75	81.5%	6 %
Veronika Fitzsimmons	12.21	79.2%	6 %
Total	12.53	80.6%	6 %

# Quality of Service

City Name

Spokane



ManagerName

All



EmployeeName

All



2018

2019

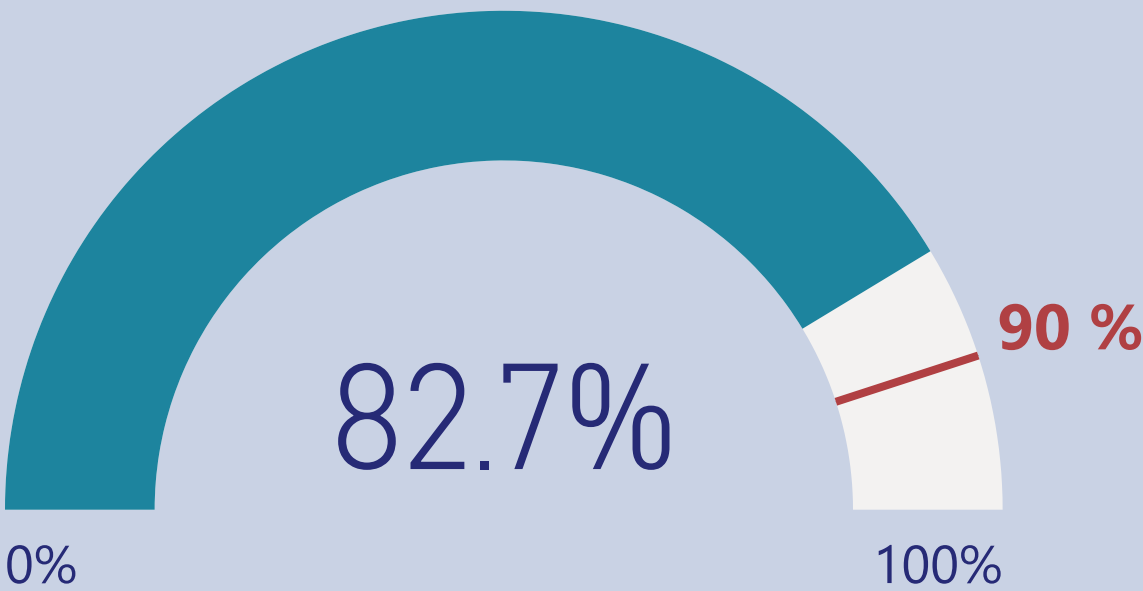
2020

2021

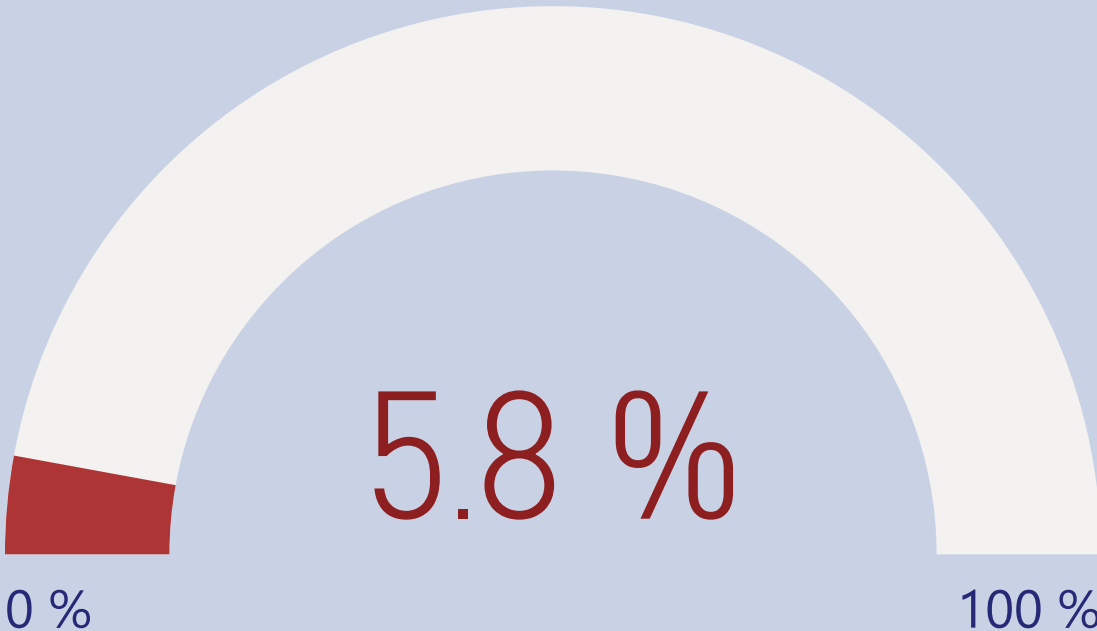
9937

Total Number of Calls

Proportion of Calls within SLA



Share of Abandoned Calls (%)



Average Duration of Abandoned Calls by Type (minutes)

Billing

12.0

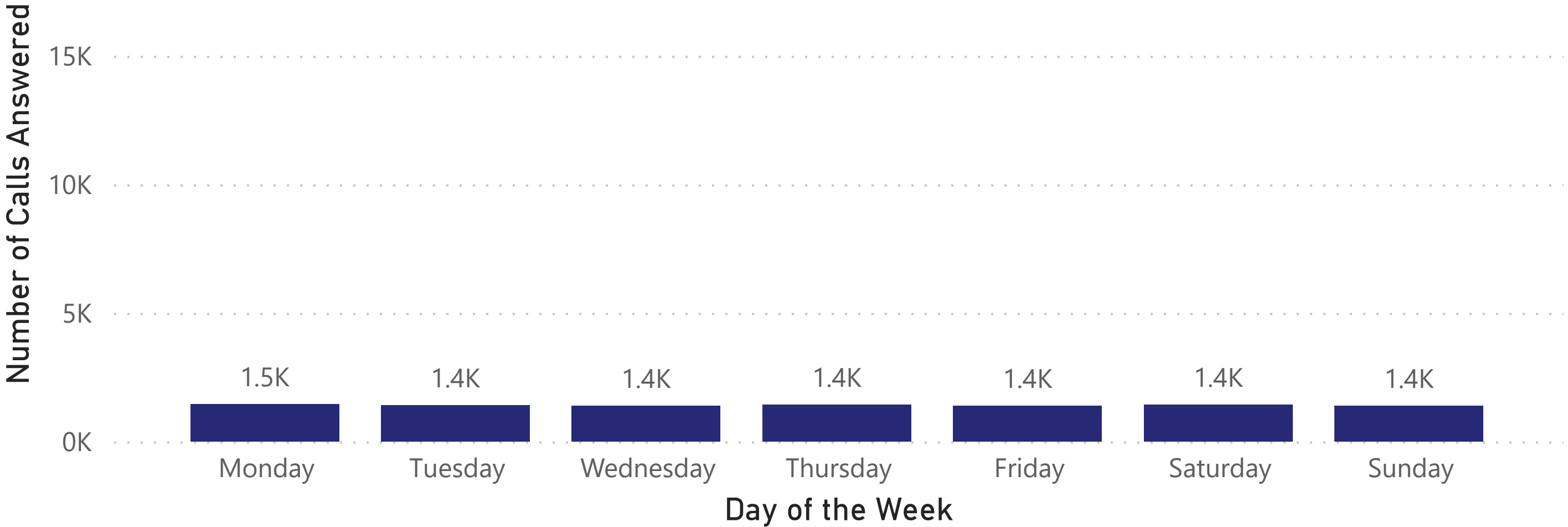
Sales

13.6

Tech Support

12.9

Number of Calls Answered by Day of the Week



Average Wait Time (seconds) by Period of the day

