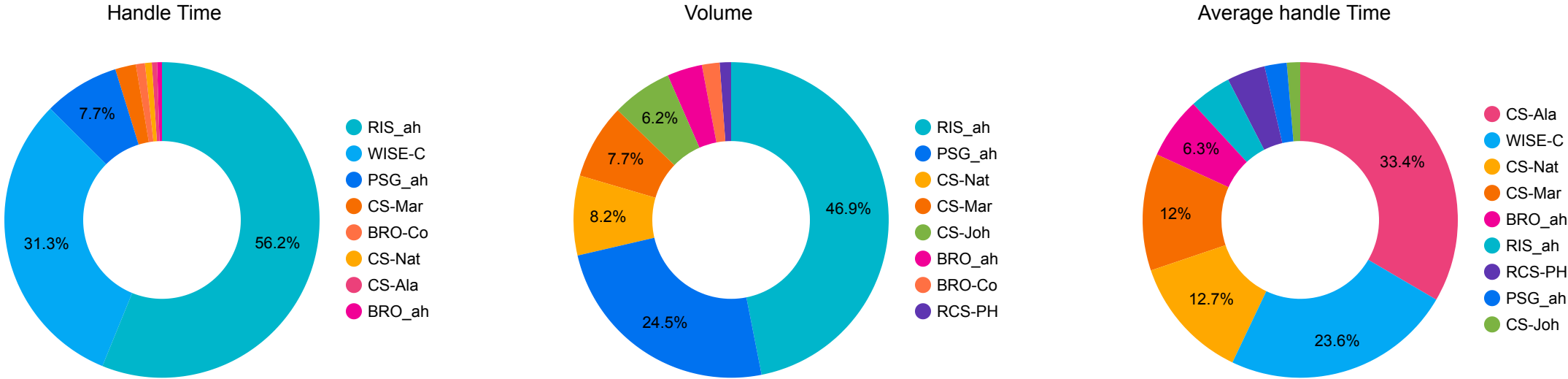


Daily cost savings from implementing Prophet



kpi / diff			
bu	volume	aht	handle_time
RIS_ah	85.22	6.05	69.42
WISE-C	-	33.25	38.68
PSG_ah	44.48	3.2	9.57
CS-Ala	-	47	0.66
CS-Nat	14.83	17.91	0.87
CS-Mar	13.96	16.87	2.63
BRO_ah	6.55	8.89	0.62
CS-Joh	11.26	1.93	-
RCS-PH	2.12	5.51	-
BRO-Co	3.3	-	1.15
Grand total	181.72	140.61	123.6

Handle Time Annual Savings

\$809.58K

Volume Annual Savings

\$1.19M

Average Handle Time Annual Savings

\$921.01K