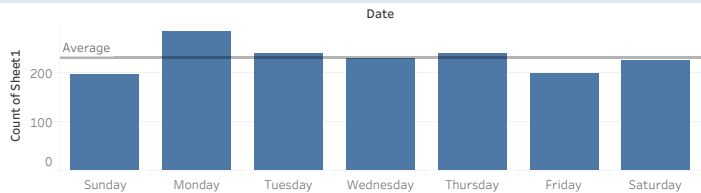
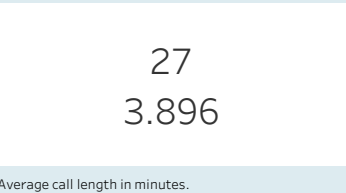


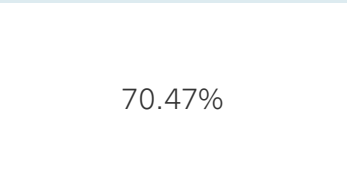
Call Volume During Week



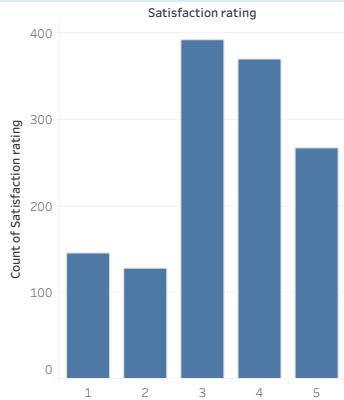
Inbound Calls Today



Overall Resolution Rate



Satisfaction Rating



Speed of Answer

Becky	62.00
Dan	67.50
Diane	64.00
Greg	75.50
Jim	66.00
Joe	70.00
Martha	75.00
Stewart	61.00

Resolution Rates

Becky	69.46%
Dan	59.18%
Diane	68.75%
Greg	70.59%
Jim	72.69%
Joe	67.53%
Martha	78.74%
Stewart	76.63%

Resolved Calls

Becky	141
Dan	116
Diane	143
Greg	144
Jim	157
Joe	131
Martha	163
Stewart	141