

Call Center Performance

August

July

June



Overview

50,482

Total Call Received

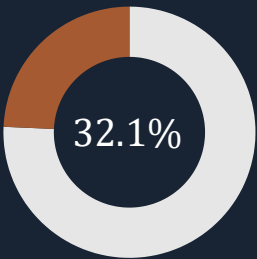
35,262

Total Acceptance Calls

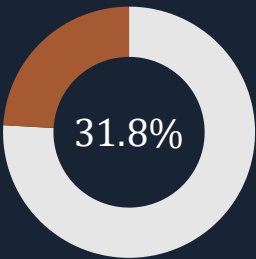
38,140,644

Total Handled Time

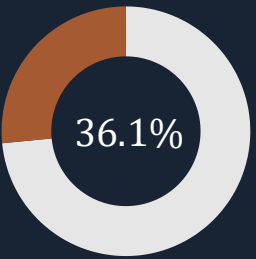
% Calls per Leaders Team



Jimson Bill



Oferten Quinton



Winnerson Aceona

Call Center Performance

August

July

June

Total Calls per Team Leaders



50,482

Total Calls

35,262

Acceptance Calls

15,220

Not Acceptance Calls

25,100

Calls Applied

9,976

Calls Regen

3,728

Calls Transferred

69.9%

% Acceptance Calls

30.1%

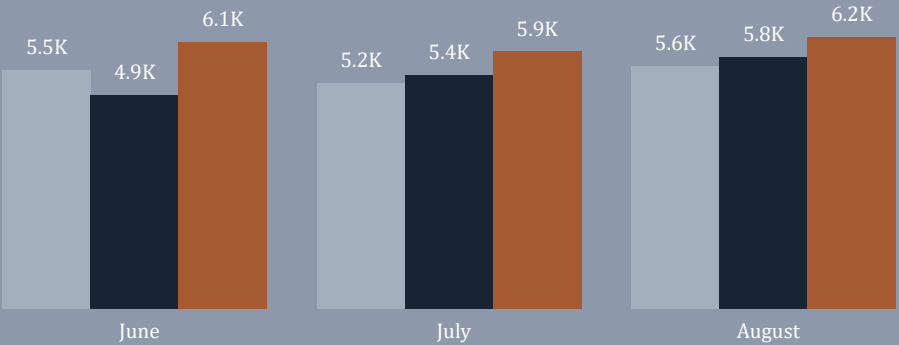
% Not Acceptance Calls

7.4%

% Calls Transferred

Total Calls per Team Leaders for each month

Jimson Bill Oferten Quinton Winnerson Aceona



Call Center Performance

August	July	June
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Performance by Team Leaders

TEAM_LEAD_NAME	Total Calls	Calls Accept	Calla Not Accept	Calls Transferred	Calls Regen	% Calls Accpet	% Calls Not Accept	% Calls Transffered
▼								
Winnerson Aceona	18,233	13,868	4,365	839	2,702	76.1%	23.9%	4.6%
Oferten Quinton	16,037	10,112	5,925	1,781	3,985	63.1%	36.9%	11.1%
Jimson Bill	16,212	11,282	4,930	1,108	3,289	69.6%	30.4%	6.8%

Performance by Agents

AGENT_NAME	Total Calls	Calls Accept	Calla Not Accept	Calls Transferred	Calls Regen	% Calls Accpet	% Calls Not Accept	% Calls Transffered
▲								
Abacus Aaron	1,858	1,184	674	205	461	63.7%	36.3%	11.0%
Anderson Albert	2,149	1,620	529	105	327	75.4%	24.6%	4.9%
Binning Bart	2,347	1,783	564	104	345	76.0%	24.0%	4.4%
Centerville Cece	2,319	1,809	510	109	341	78.0%	22.0%	4.7%
Davenport Davina	2,282	1,708	574	109	328	74.8%	25.2%	4.8%
Edgerton Ethan	2,288	1,736	552	103	342	75.9%	24.1%	4.5%
Filipsano Fiona	2,312	1,774	538	106	342	76.7%	23.3%	4.6%
Gee Garry	2,402	1,814	588	109	365	75.5%	24.5%	4.5%
Harrison Harold	2,134	1,624	510	94	312	76.1%	23.9%	4.4%
Ivanski Igor	2,093	1,461	632	148	424	69.8%	30.2%	7.1%
Jeffries Johnna	2,135	1,461	674	144	447	68.4%	31.6%	6.7%

Call Center Performance

August

July

June

25

Total Agents

50,482

Total Calls

35,262

Calls Accept

15,220

Calls Not Accept

3,728

Calls Transferred

Top 10 Agents by Calls

AGENT_NAME	Total Calls
Anderson Albert	2,149
Binning Bart	2,347
Centerville Cece	2,319
Davenport Davina	2,282
Edgerton Ethan	2,288
Filipsano Fiona	2,312
Gee Garry	2,402
Harrison Harold	2,134
Jeffries Johnna	2,135
Kippers Kat	2,135

Top 10 Agents by Calls Accept

AGENT_NAME	Calls Accept
Lipp Larry	1,478
Kippers Kat	1,484
Harrison Harold	1,624
Gee Garry	1,814
Filipsano Fiona	1,774
Edgerton Ethan	1,736
Davenport Davina	1,708
Centerville Cece	1,809
Binning Bart	1,783
Anderson Albert	1,620

Top 10 Agents by Calls for each Month

AGENT_NAME	June	July	August
Anderson Albert	585	469	566
Binning Bart	595	574	614
Centerville Cece	621	573	615
Davenport Davina	540	581	587
Edgerton Ethan	575	613	548
Filipsano Fiona	579	588	607
Gee Garry	602	619	593
Harrison Harold	541	495	588
Kippers Kat	494	498	492
Lipp Larry	500	469	509

