



## Performance Report

**Agent: Alex**                      **Overall Score: 100.0%**      **Change: 1%**  
Metric 1 (Upsell) - Score: 100.0% | Change: 2%  
Metric 2 (Reward Card) - Score: 100.0% | Change: 3%  
Metric 3 (Introduced\_Themselves) - Score: 100.0% | Change: -2%

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**Agent: Jalen**                      **Overall Score: 76.67%**      **Change: 1%**  
Metric 1 (Upsell) - Score: 80.0% | Change: 2%  
Metric 2 (Reward Card) - Score: 80.0% | Change: 3%  
Metric 3 (Introduced\_Themselves) - Score: 70.0% | Change: -2%

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**Agent: Jordan**                      **Overall Score: 33.33%**      **Change: 1%**  
Metric 1 (Upsell) - Score: 0.0% | Change: 2%  
Metric 2 (Reward Card) - Score: 0.0% | Change: 3%  
Metric 3 (Introduced\_Themselves) - Score: 100.0% | Change: -2%

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