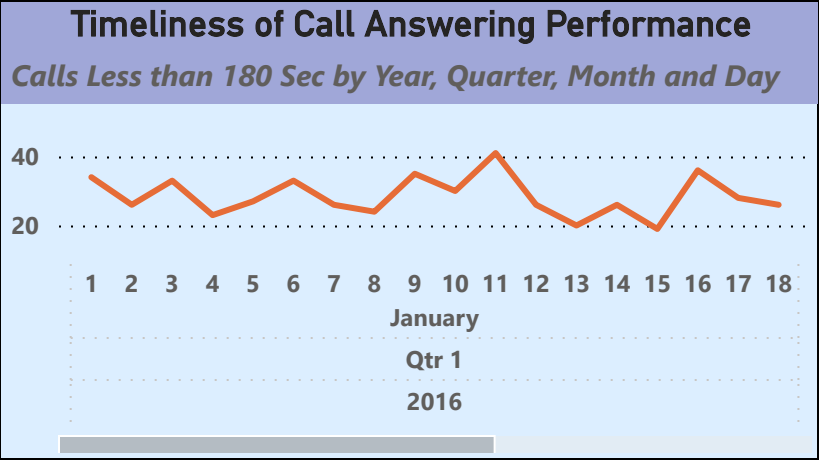


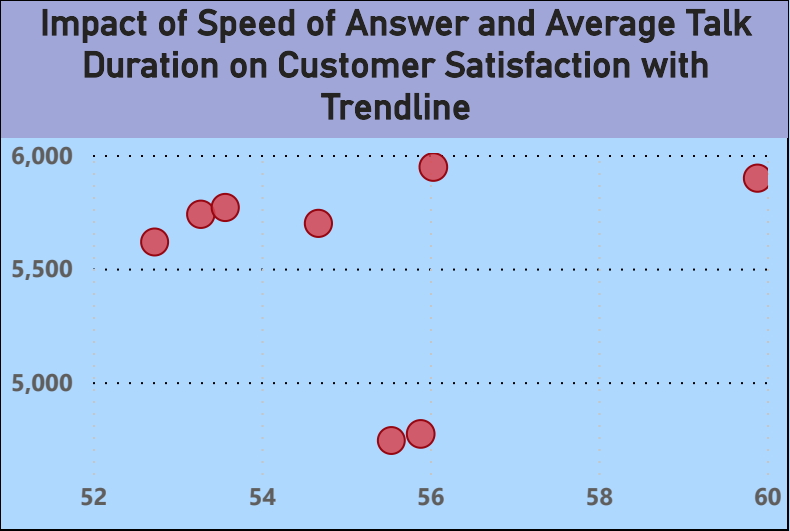
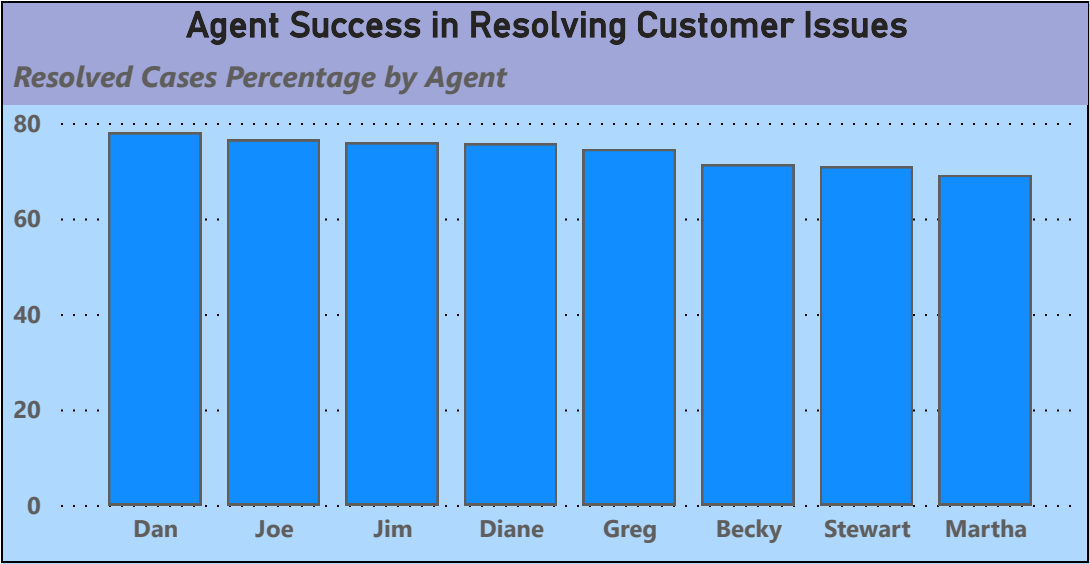
Call Performance Report

01-01-2016

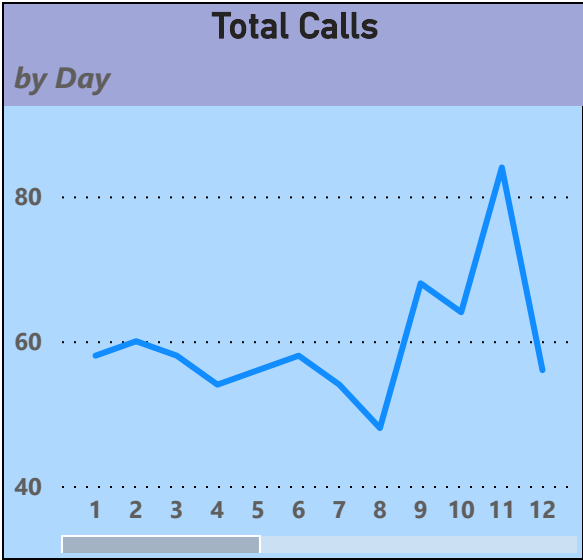
31-01-2016



Agent	Total Call Answered	Total Calls	Avg speed of answer	Resolved Cases
Martha	171	220	55.54	152
Greg	173	208	55.89	155
Becky	177	216	52.73	154
Diane	185	222	53.28	168
Joe	186	221	59.89	169
Stewart	186	230	53.57	163
Jim	187	228	54.68	173
Dan	190	227	56.04	177
Total	1455	1772	55.19	1311



Hidden Pattern In Call Data Set



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