



88.19%

CALLS WITHIN SLA

▼ -0.10%

\$174,103

REVENUE

Tech ...	\$71.97K
Billing	\$65.97K
Sales	\$36.16K

11837

CALLS

12min23

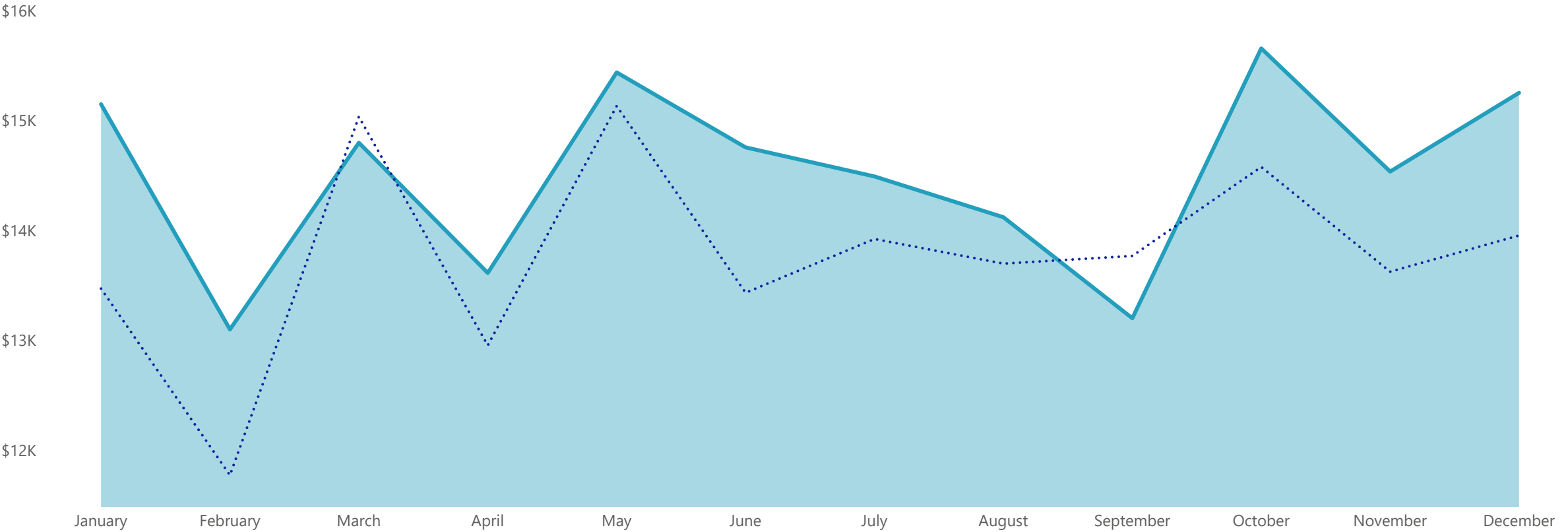
AVERAGE CALL TIME

6.05 %

CALLS ABANDONED

▲ 0.00%

Revenue Previous Year Revenue



Nb of Managers: 12
Nb of Employees: 64

Alla Winkel

Click on any card to see its corresponding chart!

Manager: Ardath
Ducharme
Site: Jacksonville

86.67%

CALLS WITHIN SLA

▼ -2.78%

6.67 %

CALLS ABANDONED

▼ -0.90%

510

CALLS ANSWERED

▲ 1.59%

30s

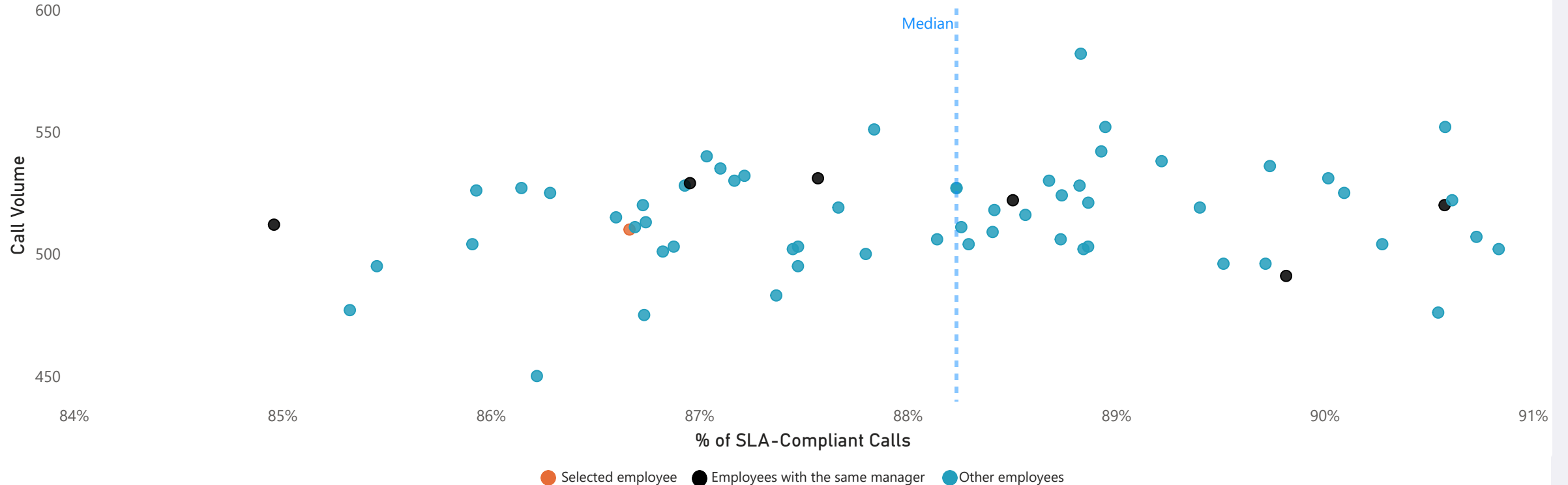
AVERAGE WAIT TIME

SLA Compliant

12min17

AVERAGE CALL TIME

Employee's Percentage of SLA-Compliant Calls vs. Other Employees





CALL CENTER

Jacksonville



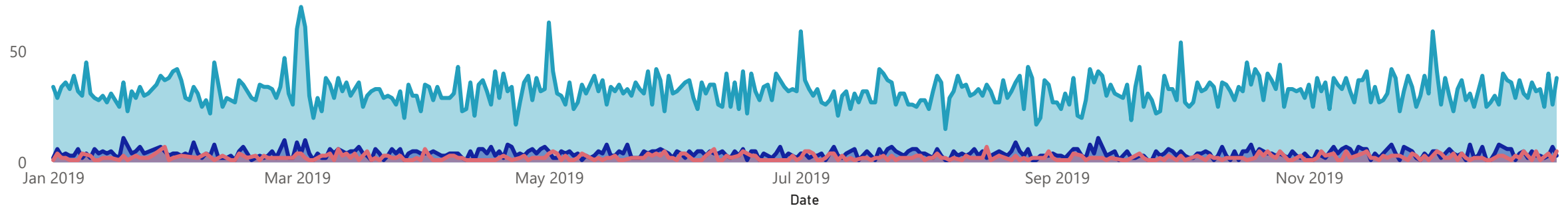
YEAR

2019



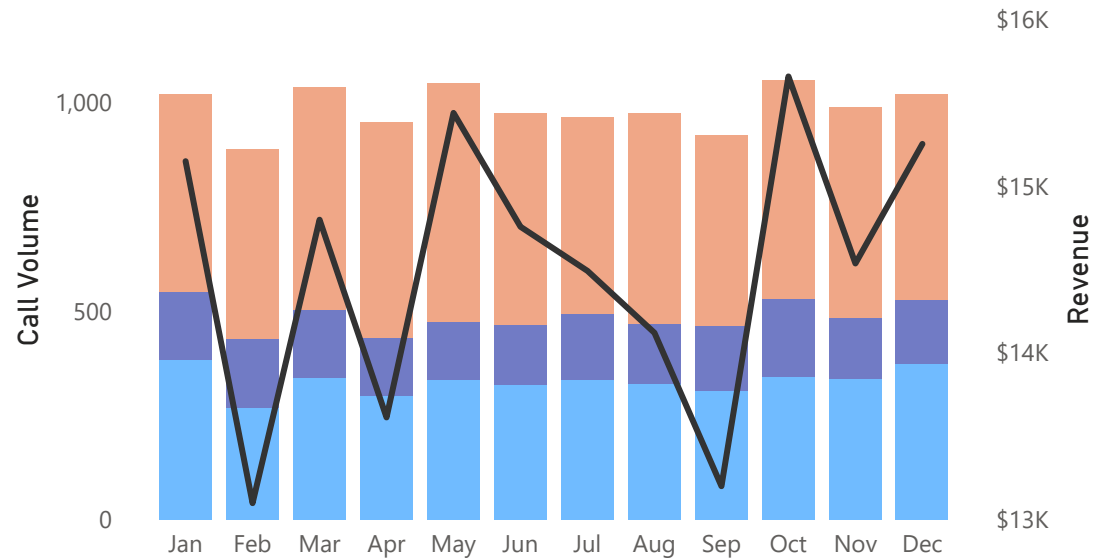
Call Volume

● Call Volume ● Calls Non-SLA Compliant ● Abandoned Calls



Call Types & Revenue

Call Type ● Billing ● Sales ● Tech Support ● Revenue



% of SLA-Compliant Calls

Hourly View

Weekly View

