



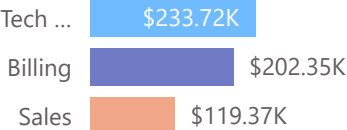
78.57%

CALLS WITHIN SLA

▼ -9.71%

\$555,441

REVENUE



32846

CALLS

12min44

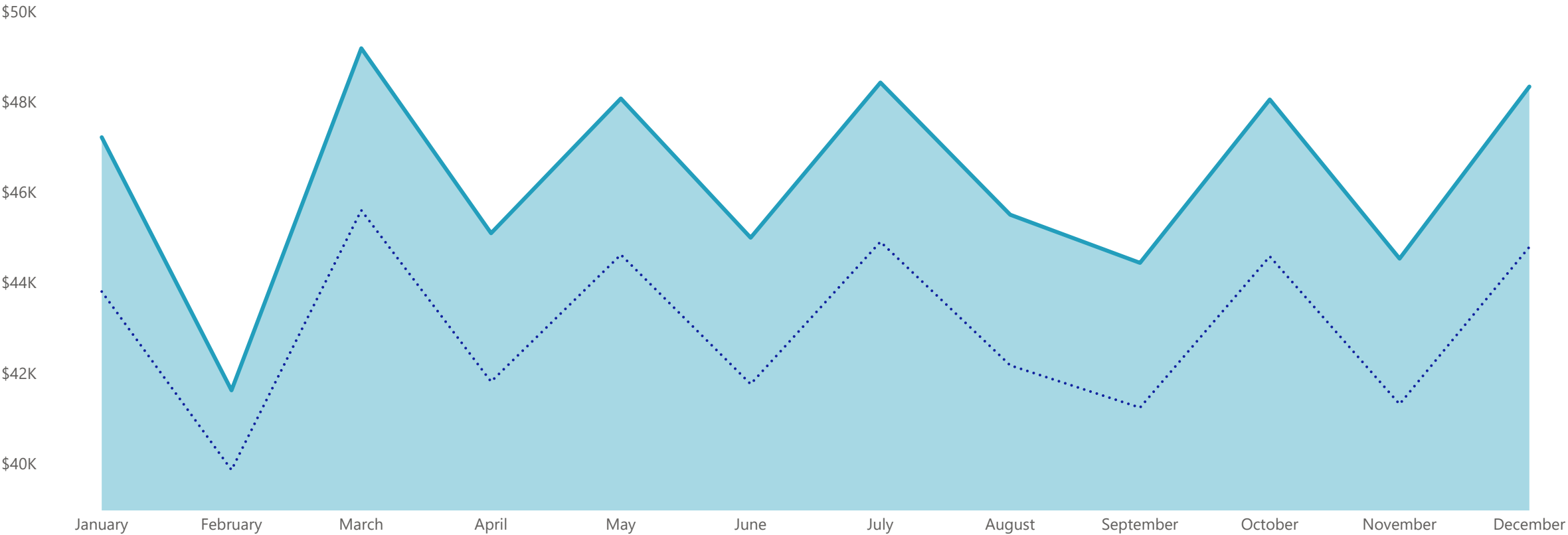
AVERAGE CALL TIME

6.04 %

CALLS ABANDONED

▲ 0.01%

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

75.10%

CALLS WITHIN SLA

▼ -10.10%

4.75 %

CALLS ABANDONED

▲ 0.01%

526

CALLS ANSWERED

▼ -0.19%

44s

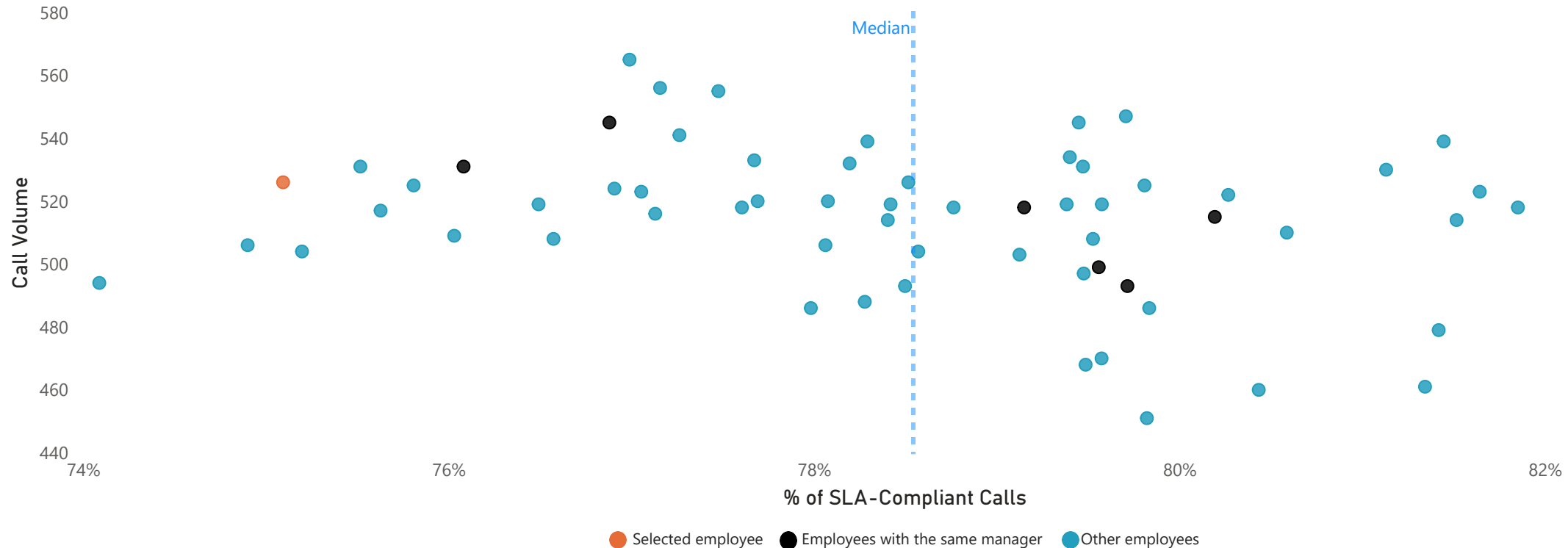
AVERAGE WAIT TIME

Non-SLA Compliant

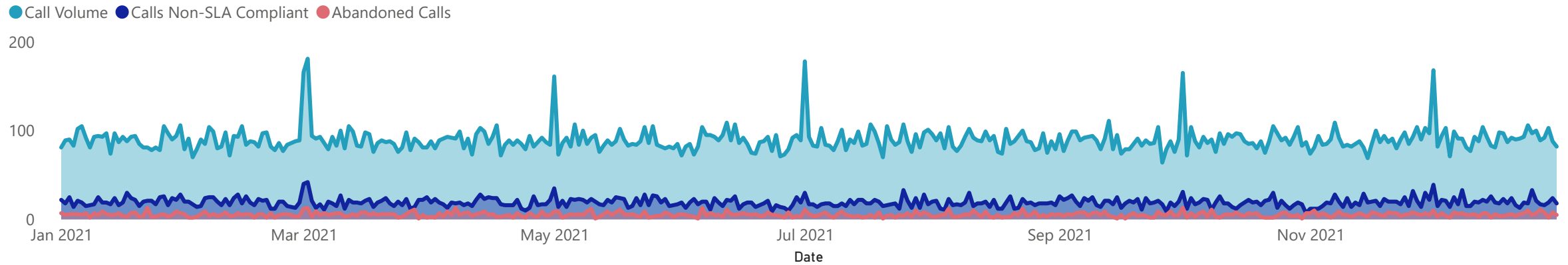
12min43

AVERAGE CALL TIME

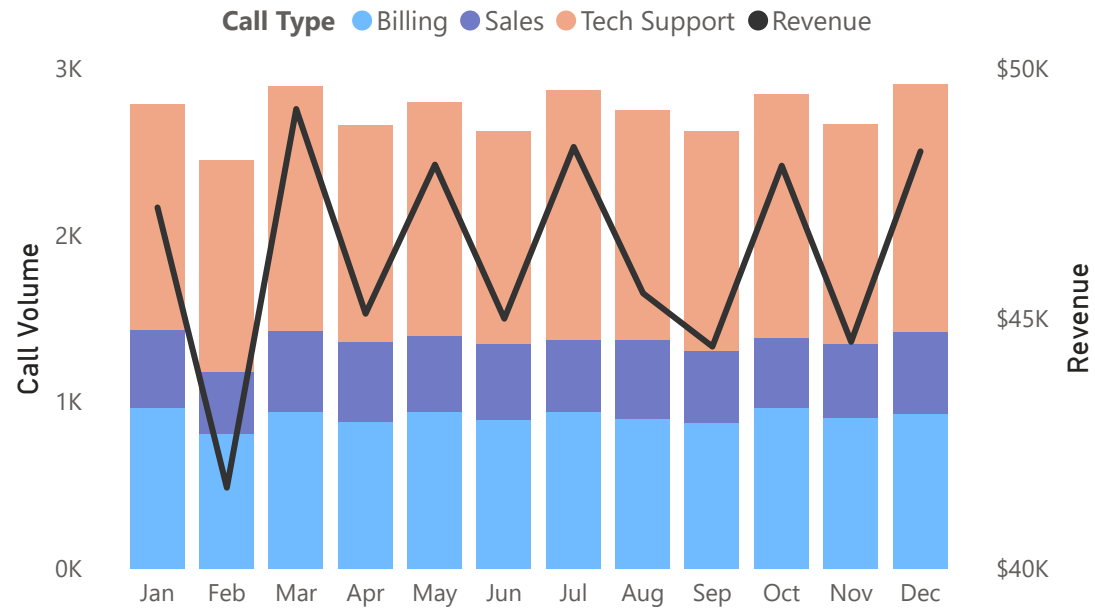
Employee's Percentage of SLA-Compliant Calls vs. Other Employees



Call Volume



Call Types & Revenue



% of SLA-Compliant Calls

Hourly View

Weekly View

