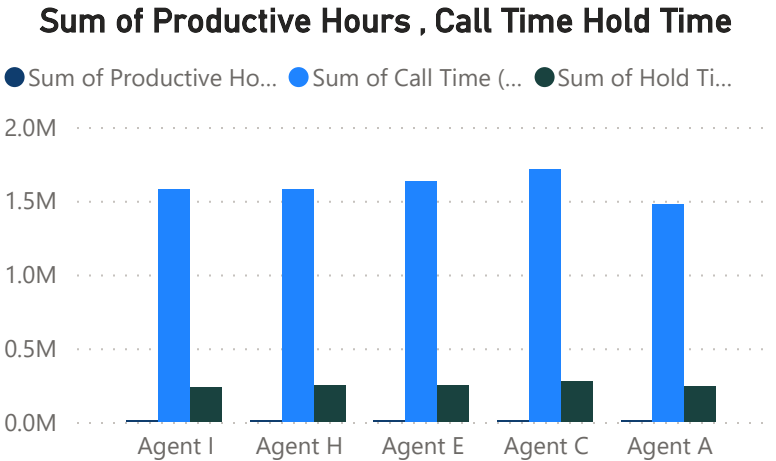
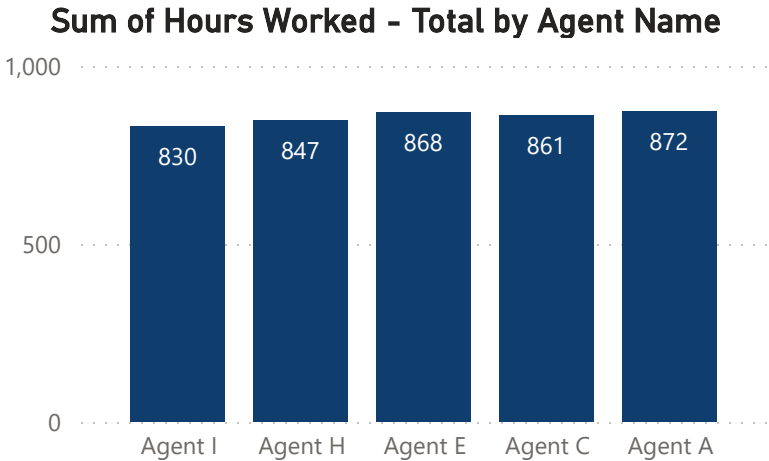
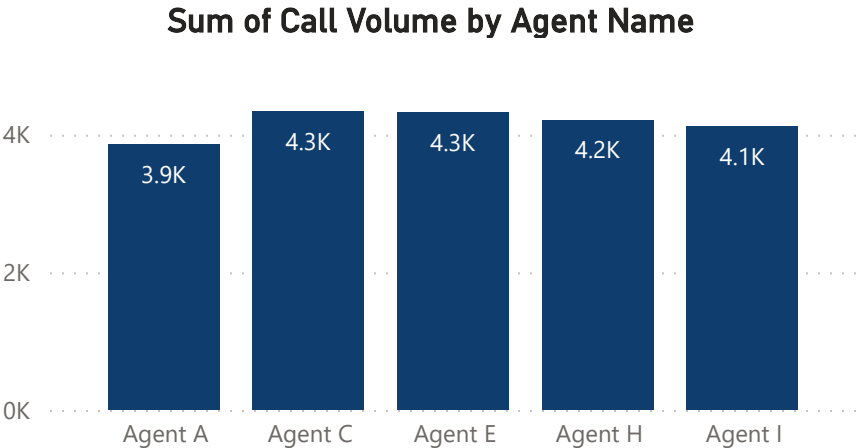
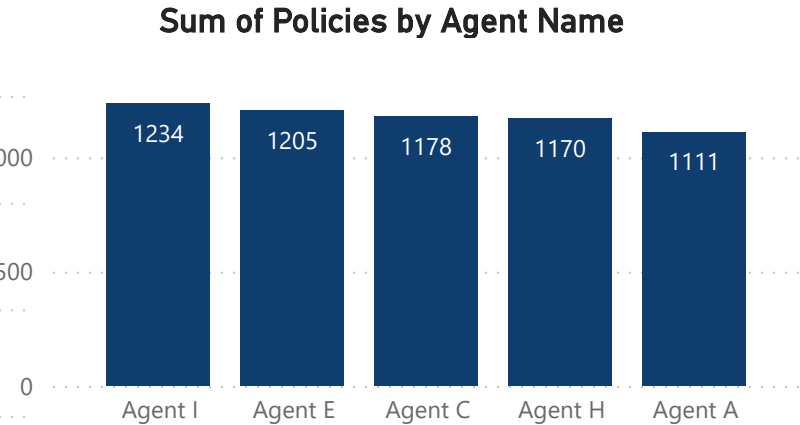
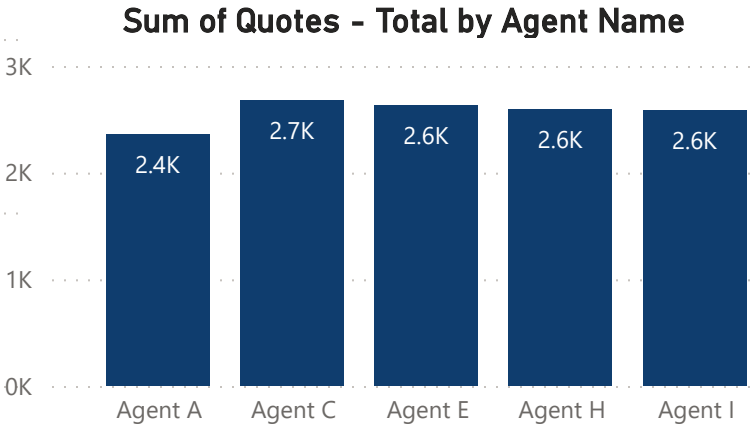
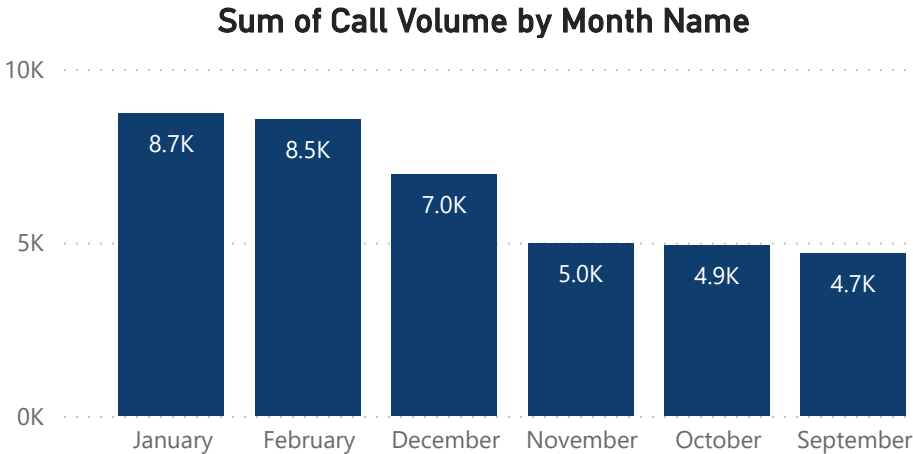


CALL CENTER PERFORMANCE (SEPT 2023– FEB 2024)

AGENT NAME	MONTH	PRODUCTS	HOURS WORKED	CALL VOLUME	PRODUCTIVE HOURS	AGENTS
All	All	Home	8.29K	39K	6.33K	59



CALL CENTER PERFORMANCE (SEPT 2023– FEB 2024)

AGENT NAME

MONTH

PRODUCTS

HOURS WORKED

CALL VOLUME

PRODUCTIVE HOURS

AGENTS

All

All

Motor

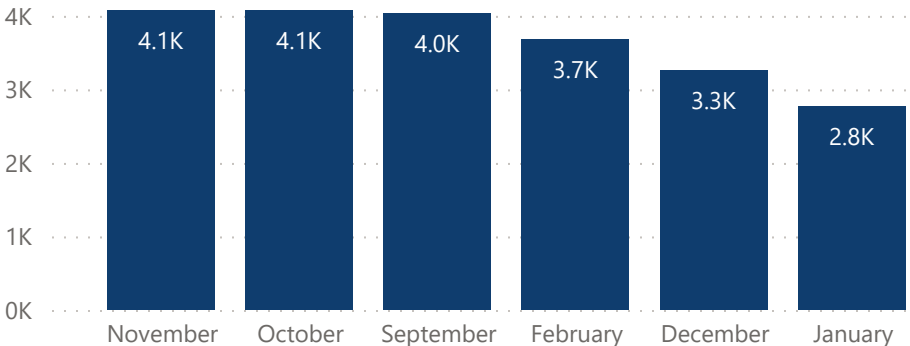
7.81K

22K

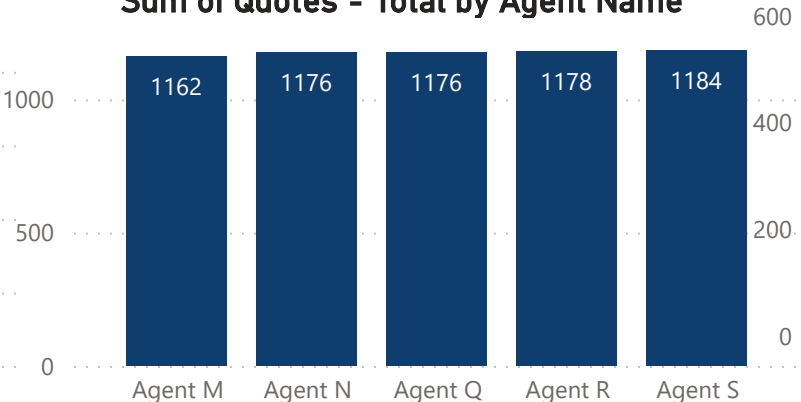
5.46K

58

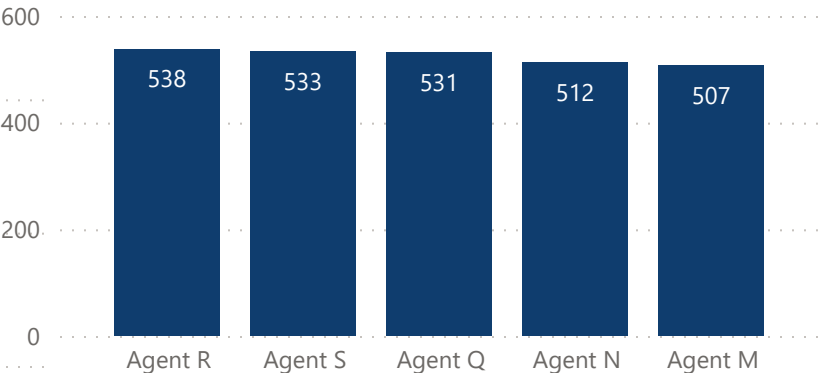
Sum of Call Volume by Month Name



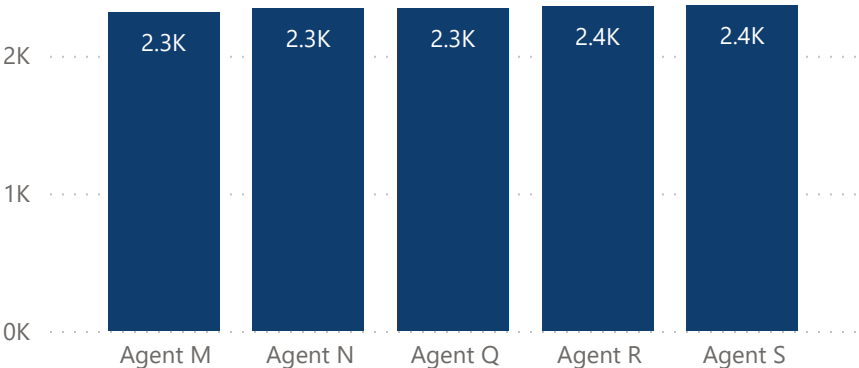
Sum of Quotes - Total by Agent Name



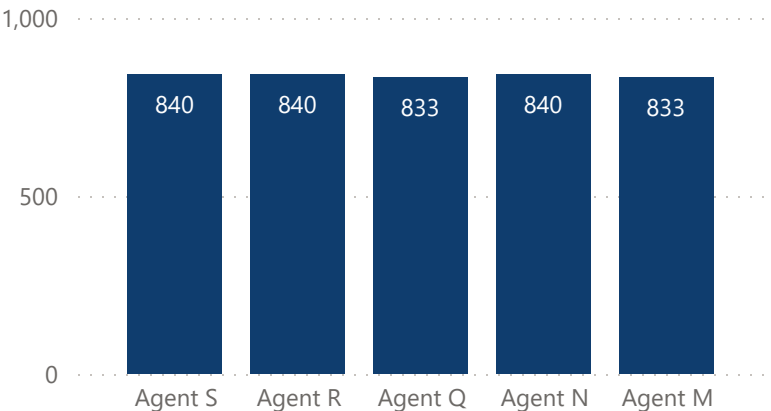
Sum of Policies by Agent Name



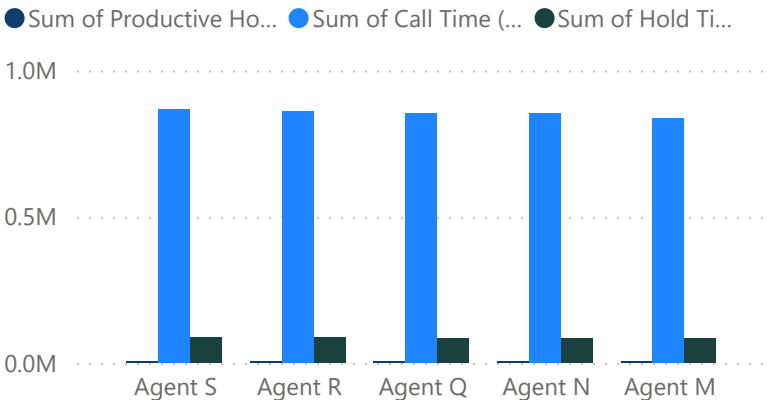
Sum of Call Volume by Agent Name



Sum of Hours Worked - Total by Agent Name



Sum of Productive Hours , Call Time Hold Time



CALL CENTER PERFORMANCE (SEPT 2023– FEB 2024)

AGENT NAME

All

MONTH

All

PRODUCTS

Travel

HOURS WORKED

8.34K

CALL VOLUME

25K

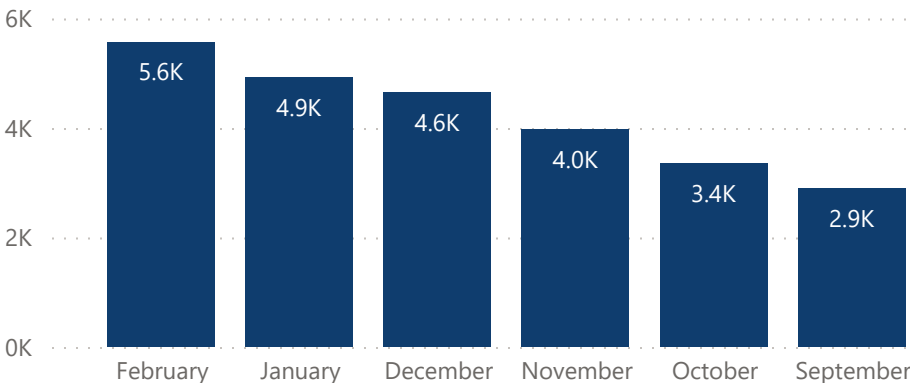
PRODUCTIVE HOURS

6.00K

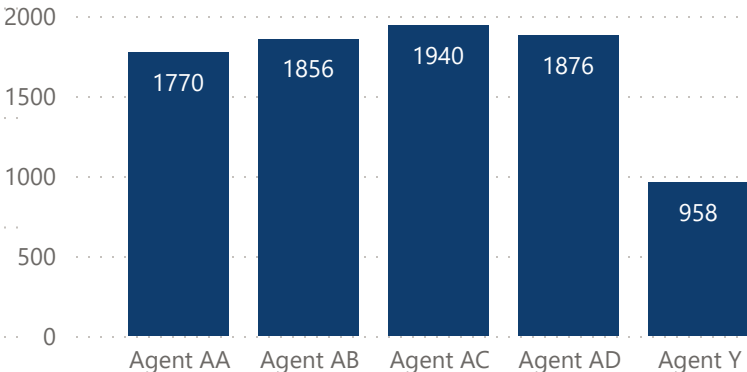
AGENTS

60

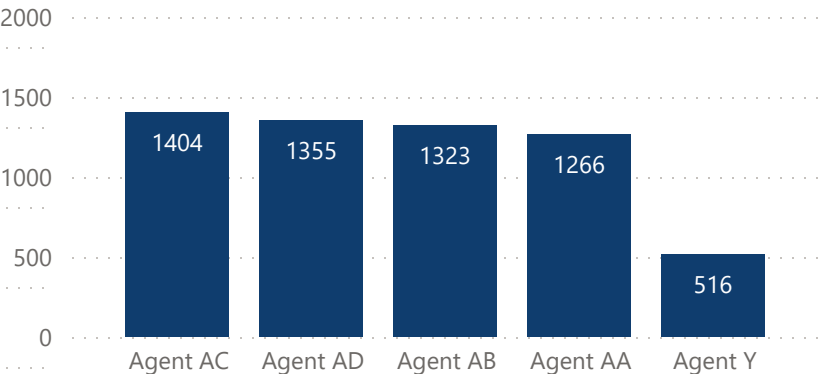
Sum of Call Volume by Month Name



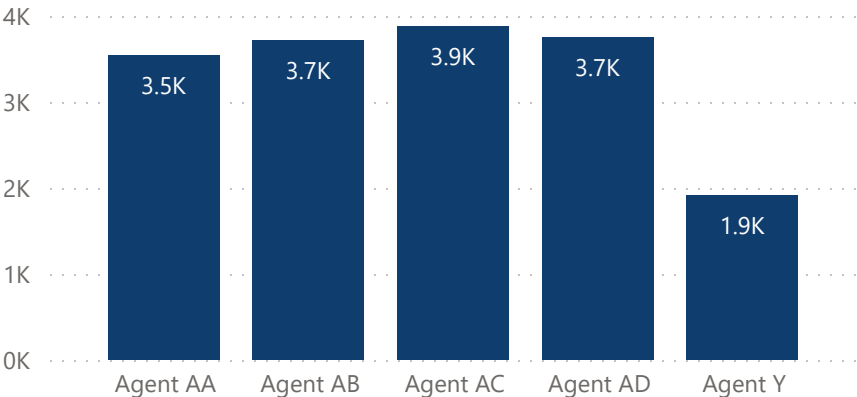
Sum of Quotes - Total by Agent Name



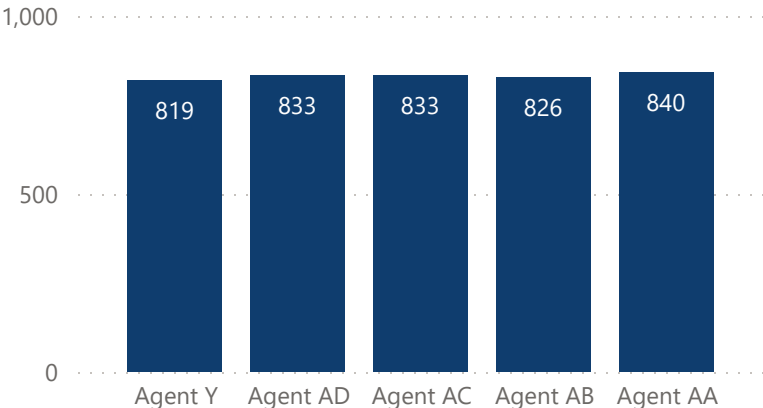
Sum of Policies by Agent Name



Sum of Call Volume by Agent Name



Sum of Hours Worked - Total by Agent Name



Sum of Productive Hours , Call Time Hold Time

