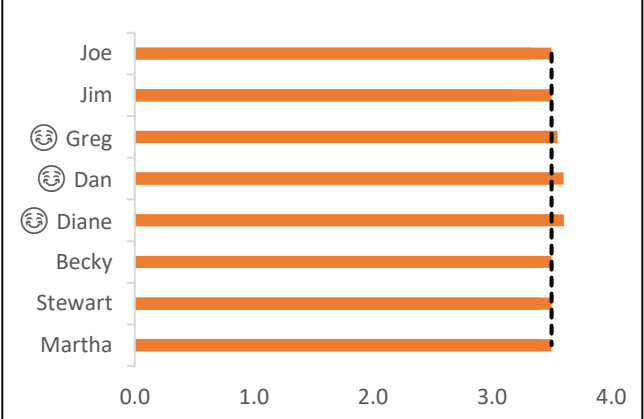
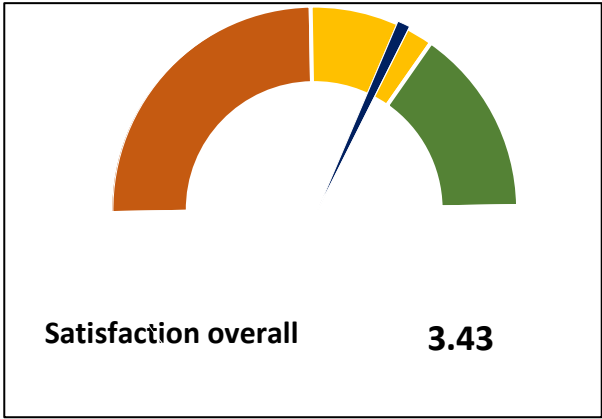
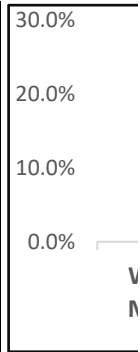


Total Calls	Avg Speed of Answer	Abandon
432	56.6	16.9%

Agent Name	Total Calls	Calls Answered	Avg Speed of Answer	Call Resolution (%)	C.R.Trend
Joe	63	53	47.03	84.13%	
Jim	45	39	65.84	82.22%	
Greg	56	49	52.91	80.36%	
Dan	56	45	52.91	75.00%	
Diane	54	43	54.87	74.07%	
Becky	43	35	68.91	72.09%	
Stewart	64	53	46.30	70.31%	
Martha	51	42	58.10	66.67%	

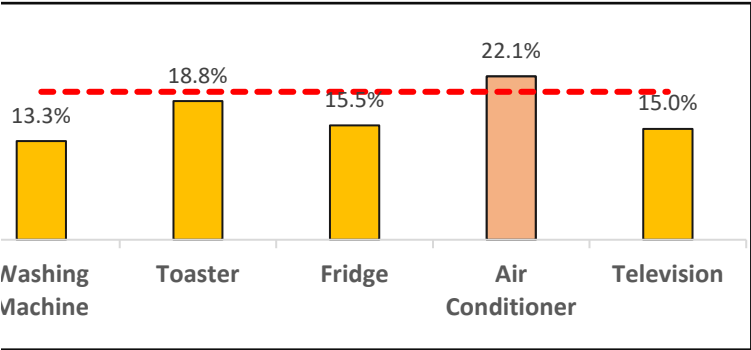


Calls  
Seco  
  
Satis  
To 3

PERFORMANCE DASHBOARD

Rate

Avg Call/Min  
0.114



SLA LIMITS	
Number of Calls Of LESS Than 180 seconds	143
Number of Calls in Fraction LESS Than Equal	183