

Call Center Team Performance

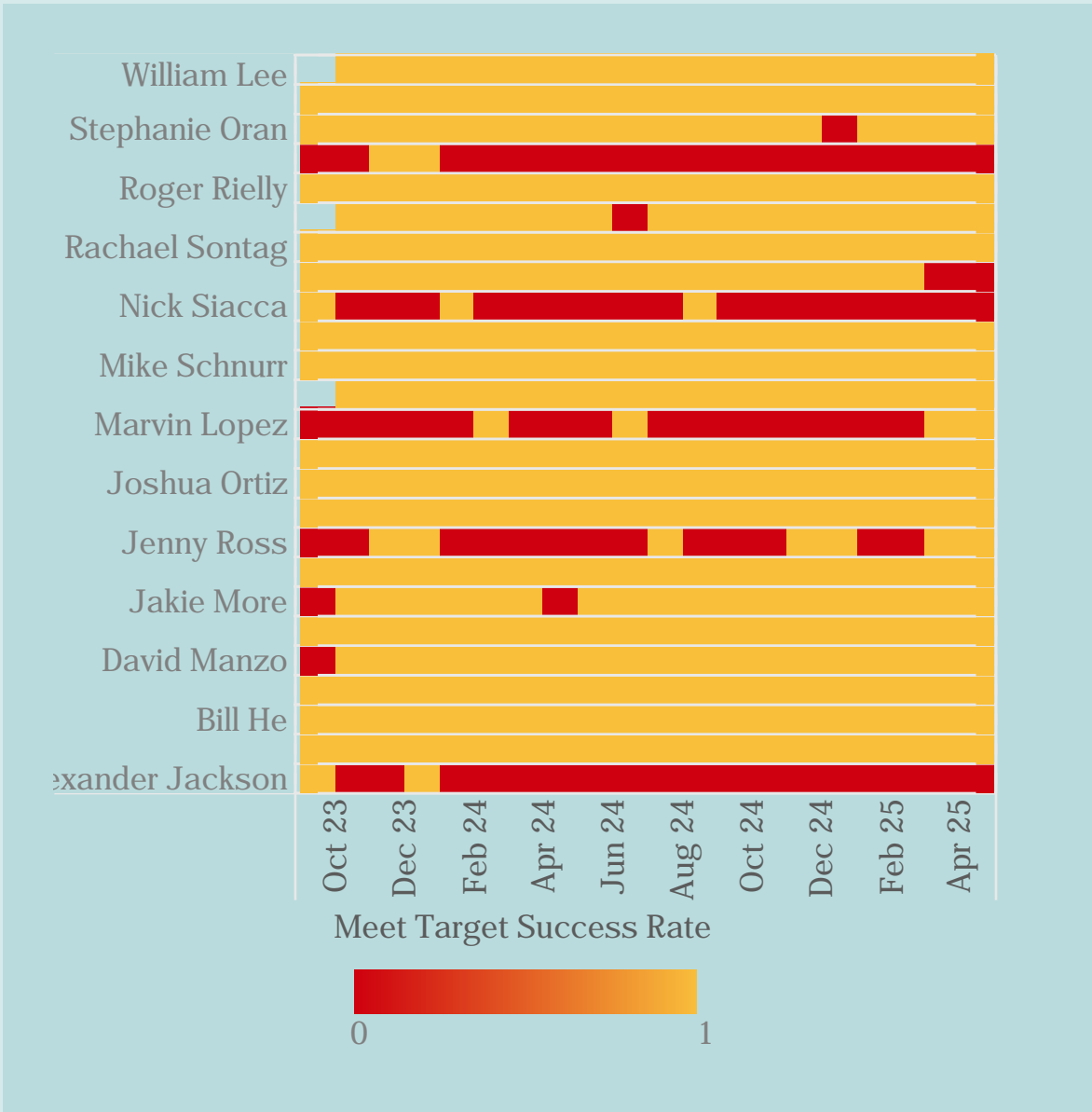
Set Target Success Rate

2023 Oct..2025 Apr

Wait Time (Min) 1..9

Plot by:

Call Duration (Min) 1..12



Team Call Volume

Team1:David Manzo:H/W Glitch:Disconnected, Team1:David Manzo:H/W Glitch:Success, Team1:David Manzo:H/W Glitch:Transfer, Team1:David Manzo:H/W Glitch:Unresolved, Team1:David Manzo:Inquiry:Success, Team1:David Manzo:Misc:Success, Team1:David Manzo:Tech Usage:Disconnected, Team1:David Manzo:Tech Usage:Success, Team1:David Manzo:Tech Usage:Transfer, Team1:David Manzo:Tech Usage:Unresolved, Team1:Greg Manson:H/W Glitch:Disconnected, Team1:Greg Manson:H/W Glitch:Success, Team1:Greg Manson:H/W Glitch:Transfer, Team1:Greg Manson:H/W Glitch:Unresolved, Team1:Greg Manson:Inquiry:Disconnected, Team1:Greg Manson:Inquiry:Success, Team1:Greg Manson:Inquiry:Unresolved, Team1:Greg Manson:Misc:Disconnected, Team1:Greg Manson:Misc:Success, Team1:Greg Manson:Misc:Transfer, Team1:Greg Manson:Tech Usage:Disconnected, Team1:Greg Manson:Tech Usage:Success, Team1:Greg Manson:Tech Usage:Transfer, Team1:Greg Manson:Tech Usage:Unresolved, Team1:Jakie More:H/W Glitch:Disconnected, Team1:Jakie More:H/W Glitch:Success, Team1:Jakie More:H/W Glitch:Transfer, Team1:Jakie More:Inquiry:Success, Team1:Jakie More:Misc:Disconnected, Team1:Jakie More:Misc:Success, Team1:Jakie More:Tech Usage:Disconnected, Team1:Jakie More:Tech Usage:Success, Team1:Jakie More:Tech Usage:Unresolved, Team1:William Lee:H/W Glitch:Disconnected, Team1:William Lee:H/W Glitch:Success, Team1:William Lee:H/W Glitch:Transfer, Team1:William Lee:H/W Glitch:Unresolved, Team1:William Lee:Inquiry:Disconnected, Team1:William Lee:Inquiry:Success, Team1:William Lee:Misc:Disconnected, Team1:William Lee:Misc:Success, Team1:William Lee:Misc:Transfer, Team1:William Lee:Tech Usage:Disconnected, Team1:William Lee:Tech Usage:Success, Team1:William Lee:Tech Usage:Transfer, Team1:William Lee:Tech Usage:Unresolved, Team2:Christine Warren:H/W Glitch:Disconnected, Team2:Christine Warren:H/W Glitch:Success, Team2:Christine Warren:H/W Glitch:Transfer, Team2:Christine Warren:Inquiry:Success, Team2:Christine Warren:Misc:Disconnected, Team2:Christine Warren:Misc:Success, Team2:Christine Warren:Misc:Transfer, Team2:Christine Warren:Tech Usage:Disconnected, Team2:Christine Warren:Tech Usage:Success, Team2:Christine Warren:Tech Usage:Transfer, Team2:Jenny Ross:H/W Glitch:Disconnected, Team2:Jenny Ross:H/W Glitch:Success, Team2:Jenny Ross:H/W Glitch:Transfer, Team2:Jenny Ross:H/W Glitch:Unresolved, Team2:Jenny Ross:Inquiry:Disconnected, Team2:Jenny Ross:Inquiry:Success, Team2:Jenny Ross:Inquiry:Unresolved, Team2:Jenny Ross:Misc:Disconnected, Team2:Jenny Ross:Misc:Success, Team2:Jenny Ross:Misc:Transfer, Team2:Jenny Ross:Misc:Unresolved, Team2:Jenny Ross:Tech Usage:Disconnected, Team2:Jenny Ross:Tech Usage:Success, Team2:Jenny Ross:Tech Usage:Transfer, Team2:Jenny Ross:Tech Usage:Unresolved, Team2:Marvin Lopez:H/W Glitch:Disconnected, Team2:Marvin Lopez:H/W Glitch:Success, Team2:Marvin Lopez:H/W Glitch:Transfer, Team2:Marvin Lopez:H/W Glitch:Unresolved, Team2:Marvin Lopez:Inquiry:Disconnected, Team2:Marvin Lopez:Inquiry:Success, Team2:Marvin Lopez:Inquiry:Transfer, Team2:Marvin Lopez:Misc:Disconnected, Team2:Marvin Lopez:Misc:Success, Team2:Marvin Lopez:Misc:Transfer, Team2:Marvin Lopez:Misc:Unresolved, Team2:Marvin Lopez:Tech Usage:Disconnected, Team2:Marvin Lopez:Tech Usage:Success, Team2:Marvin Lopez:Tech Usage:Transfer, Team2:Marvin Lopez:Tech Usage:Unresolved, Team2:Michael Tally:H/W Glitch:Disconnected,

Team2:Michael Tally:H/W Glitch:Success, Team2:Michael Tally:Inquiry:Success,
Team2:Michael Tally:Misc:Success, Team2:Michael Tally:Tech Usage:Disconnected,
Team2:Michael Tally:Tech Usage:Success, Team3:Bill He:H/W Glitch:Disconnected,
Team3:Bill He:H/W Glitch:Success, Team3:Bill He:H/W Glitch:Transfer, Team3:Bill
He:H/W Glitch:Unresolved, Team3:Bill He:Inquiry:Success, Team3:Bill
He:Misc:Disconnected, Team3:Bill He:Misc:Success, Team3:Bill He:Tech
Usage:Disconnected, Team3:Bill He:Tech Usage:Success, Team3:Bill He:Tech
Usage:Transfer, Team3:Jason London:H/W Glitch:Disconnected, Team3:Jason
London:H/W Glitch:Success, Team3:Jason London:H/W Glitch:Transfer, Team3:Jason
London:H/W Glitch:Unresolved, Team3:Jason London:Inquiry:Disconnected,
Team3:Jason London:Inquiry:Success, Team3:Jason London:Misc:Disconnected,
Team3:Jason London:Misc:Success, Team3:Jason London:Misc:Transfer, Team3:Jason
London:Misc:Unresolved, Team3:Jason London:Tech Usage:Disconnected, Team3:Jason
London:Tech Usage:Success, Team3:Jose Ramirez:H/W Glitch:Disconnected,
Team3:Jose Ramirez:H/W Glitch:Success, Team3:Jose Ramirez:H/W Glitch:Transfer,
Team3:Jose Ramirez:H/W Glitch:Unresolved, Team3:Jose Ramirez:Inquiry:Success,
Team3:Jose Ramirez:Misc:Disconnected, Team3:Jose Ramirez:Misc:Success,
Team3:Jose Ramirez:Misc:Transfer, Team3:Jose Ramirez:Tech Usage:Disconnected,
Team3:Jose Ramirez:Tech Usage:Success, Team3:Jose Ramirez:Tech Usage:Transfer,
Team3:Jose Ramirez:Tech Usage:Unresolved, Team3:Rachael Sontag:H/W
Glitch:Disconnected, Team3:Rachael Sontag:H/W Glitch:Success, Team3:Rachael
Sontag:H/W Glitch:Transfer, Team3:Rachael Sontag:Inquiry:Success, Team3:Rachael
Sontag:Misc:Disconnected, Team3:Rachael Sontag:Misc:Success, Team3:Rachael
Sontag:Tech Usage:Disconnected, Team3:Rachael Sontag:Tech Usage:Success,
Team4:Joshua Ortiz:H/W Glitch:Disconnected, Team4:Joshua Ortiz:H/W Glitch:Success,
Team4:Joshua Ortiz:H/W Glitch:Transfer, Team4:Joshua Ortiz:Inquiry:Disconnected,
Team4:Joshua Ortiz:Inquiry:Success, Team4:Joshua Ortiz:Misc:Disconnected,
Team4:Joshua Ortiz:Misc:Success, Team4:Joshua Ortiz:Tech Usage:Disconnected,
Team4:Joshua Ortiz:Tech Usage:Success, Team4:Joshua Ortiz:Tech Usage:Transfer,
Team4:Joshua Ortiz:Tech Usage:Unresolved, Team4:Mike Schnurr:H/W
Glitch:Disconnected, Team4:Mike Schnurr:H/W Glitch:Success, Team4:Mike Schnurr:H/W
Glitch:Transfer, Team4:Mike Schnurr:H/W Glitch:Unresolved, Team4:Mike
Schnurr:Inquiry:Success, Team4:Mike Schnurr:Misc:Disconnected, Team4:Mike
Schnurr:Misc:Success, Team4:Mike Schnurr:Misc:Transfer, Team4:Mike
Schnurr:Misc:Unresolved, Team4:Mike Schnurr:Tech Usage:Disconnected, Team4:Mike
Schnurr:Tech Usage:Success, Team4:Mike Schnurr:Tech Usage:Transfer, Team4:Mike
Schnurr:Tech Usage:Unresolved, Team4:Percy Shelly:H/W Glitch:Disconnected,
Team4:Percy Shelly:H/W Glitch:Success, Team4:Percy Shelly:H/W Glitch:Transfer,
Team4:Percy Shelly:Inquiry:Success, Team4:Percy Shelly:Misc:Disconnected,
Team4:Percy Shelly:Misc:Success, Team4:Percy Shelly:Tech Usage:Disconnected,
Team4:Percy Shelly:Tech Usage:Success, Team4:Percy Shelly:Tech Usage:Transfer,
Team4:Percy Shelly:Tech Usage:Unresolved, Team4:Roger Rielly:H/W Glitch:Success,
Team4:Roger Rielly:H/W Glitch:Transfer, Team4:Roger Rielly:H/W Glitch:Unresolved,
Team4:Roger Rielly:Inquiry:Disconnected, Team4:Roger Rielly:Inquiry:Success,
Team4:Roger Rielly:Misc:Disconnected, Team4:Roger Rielly:Misc:Success, Team4:Roger
Rielly:Misc:Transfer, Team4:Roger Rielly:Misc:Unresolved, Team4:Roger Rielly:Tech
Usage:Disconnected, Team4:Roger Rielly:Tech Usage:Success, Team4:Roger Rielly:Tech
Usage:Transfer, Team5:Katie Russo:H/W Glitch:Disconnected, Team5:Katie Russo:H/W
Glitch:Success, Team5:Katie Russo:H/W Glitch:Transfer, Team5:Katie Russo:H/W
Glitch:Unresolved, Team5:Katie Russo:Inquiry:Success, Team5:Katie

Russo:Misc:Success, Team5:Katie Russo:Tech Usage:Disconnected, Team5:Katie