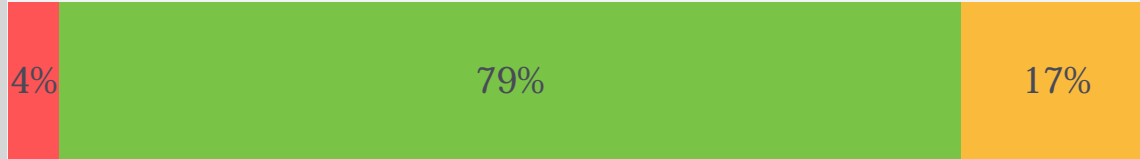


Call Center Monitoring

Resolution Status Summary



1,613

Calls Handled

40

Calls in Queue

100

Queue Threshold

Top 10 Longest Avg Duration

Joe Davies	
Stephen Gorga	
Jenny Gomez	
Marvin Smith	
Katie Baily	
Louise Bush	
William Spisak	
Laura Nixon	
Howard Romney	
Christina Clinton	

Top 10 by Transferred Calls

Mark Robinson	
Amy Kennedy	
Larry Burnett	
William Spisak	
Luke Roussey	
Naasha Cooper	
Jay Matthews	
Howard Romney	
Marvin Smith	
John Kenan	

Call Center Monitoring

Real Time Agent Status

Agent sit chart. Green agents are in conversation. Size illustrate duration.

