

## Team : EastCoast SALES

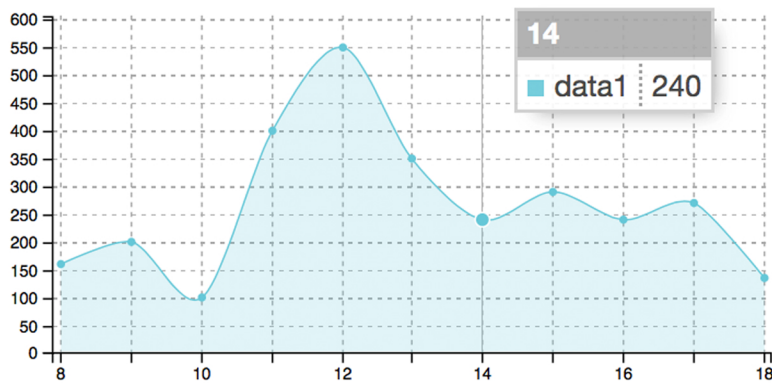
Team Members

Name	Position
Jill Smith	Team Leader
Eva Parker	Supervisor
Mike Smith	Rep
Peter Hernandez	Rep
Erin Schulz	Rep
Samantha Cradle	Rep
Diptesh Patel	Callback
Karen Eagle	Callback

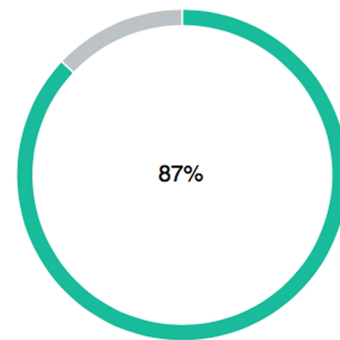
CSQs Handled

Name	Type
General-Sales	Inbound
Returns	Inbound
Wholesale	Inbound
Aftercare	Inbound
Online Sales	Chat
Payments	Outbound

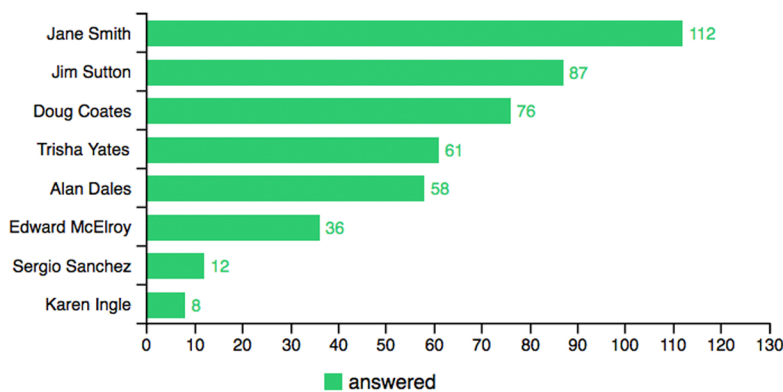
Average Talk Time



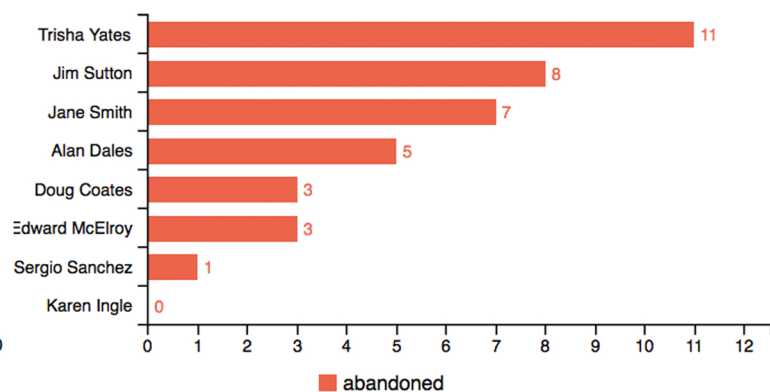
Team Answer Rate



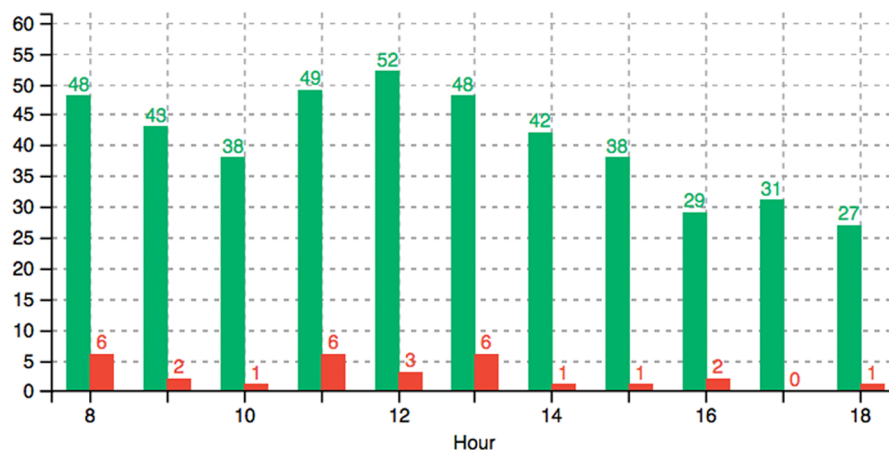
Calls Answered by Agent



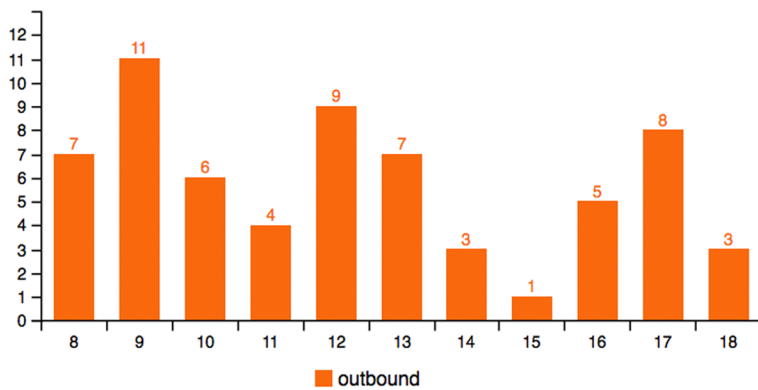
Calls Abandoned by Agent



Team Answered Abandoned



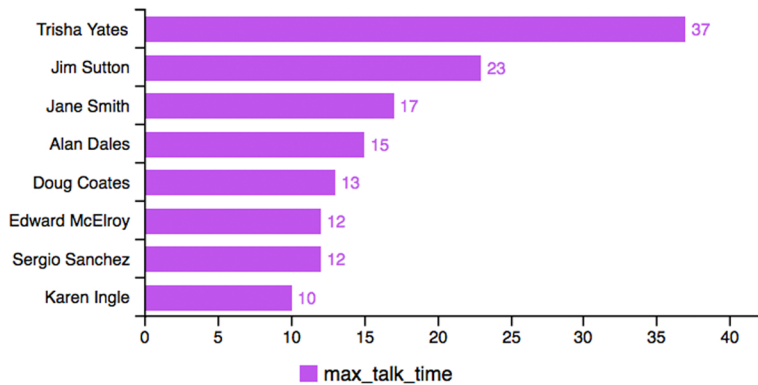
## Team Outbound Calls



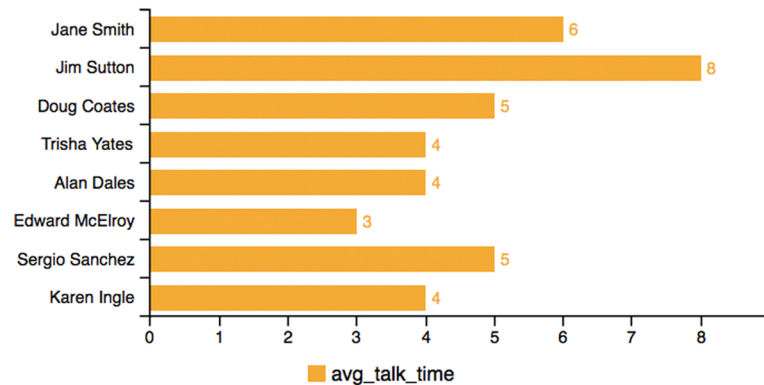
## Daily Team Stats

Calls Answered	982
Calls Abandoned	137
Avg Talk Time	07:23
Avg Break Duration	48:37
Avg Not Ready Time	01:23:41
Max Talk Time	47:24

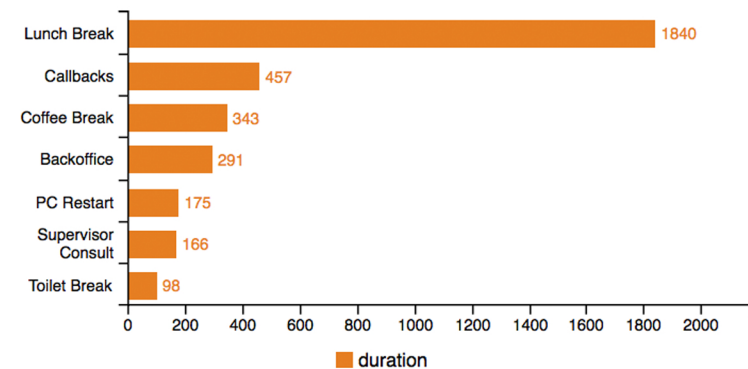
## Max Talk Time Per Agent



## Avg Talk Time Per Agent



## Not Ready Reason Code Breakdown



## Team Not Ready Percentage

