

	# of Calls	Avg Minutes	Surveys Received	Response Time	Solution Time	Courtesy	Knowledge	Overall Support	Professionalism
Christy	165	13	34	9.88	9.92	10.00	10.00	10.00	10.00
Chris	136	9	57	9.8	9.90	10.00	9.90	9.90	9.80
Janet	622	28	48	9.94	9.94	9.99	9.94	9.95	9.96
Stacey	520	13	235	9.88	9.94	9.99	9.94	9.95	9.94
DL Assistants	2040	7	180	9.96	9.88	9.96	9.89	9.89	9.89
Total	3343	14	554	9.92	9.93	9.98	9.90	9.94	9.94