

	# of Calls	Avg Minutes / Total Minutes	Response Time	Solution Time	Courtesy	Knowledge	Overall Support	Professionalism
Christy	158	7 / 2223	9.94	9.85	10.00	9.94	9.91	10.00
Alicia	129	5 / 601	9.94	9.87	10.00	9.88	9.94	10.00
Janet	553	25 / 13818	9.92	9.86	9.98	9.96	9.90	9.98
Stacey	896	22 / 19830	9.29	9.23	9.67	9.70	9.59	9.61
Cheryl	317	11 / 3468	9.28	8.07	9.77	9.54	9.41	9.58
Craig	233	2 / 468	N/A	N/A	N/A	N/A	N/A	N/A
Dawn	61	3 / 178	N/A	N/A	N/A	N/A	N/A	N/A
DL Assistants	1874	12 / 21800	9.89	9.83	9.91	9.81	9.88	N/A
Total	4221	62386 minutes	N/A	N/A	N/A	N/A	9.78	N/A