

	# of Calls	Response Time	Solution Time	Courtesy	Knowledge	Overall Support	Professionalism
Janet	392	9.92	9.89	10.00	10.00	9.93	9.95
Matias	132	9.75	9.95	10.00	9.95	9.85	10.00
Kevin	6	N/A	N/A	N/A	N/A	N/A	N/A
DDEC SA/GAs	1843	9.92	9.83	9.93	9.80	9.82	9.87
DDEC Total	2373	9.91	9.85	9.95	9.85	9.84	9.90
Julili	1781	9.59	9.53	9.88	9.89	9.87	9.74
Dawn	370	10.00	10.00	10.00	9.86	10.00	10.00
Stacey	398	10.00	10.00	10.00	10.00	10.00	10.00
Rachel	166	9.00	7.00	10.00	10.00	10.00	10.00
Craig	101	10.00	9.00	9.00	9.00	9.00	9.00
Tanach	4	N/A	N/A	N/A	N/A	N/A	N/A
Reynard	19	10.00	10.00	10.00	10.00	10.00	10.00
eCore SA/GAs	367	10.00	10.00	10.00	10.00	10.00	10.00
eCore Total	3206	9.67	9.56	9.91	9.91	9.90	9.81
DDEC & eCore	5579	9.84	9.77	9.94	9.86	9.86	9.87