

Select date range

Source

Owner

Service

Customer Opco

Team

Category

Subcategory

Performance Indicators

Total Incidents

21,899

Total Resolved Incidents

21,897

Total Level 2 Incidents

4,869

% Breached

0.24%

% Not Breached

99.76%

Total First Call Resolutions (FCR)

21,083

Total Non First Call Resolutions (NFCR)

814

Avg NFCR

3.72%

Avg FCR

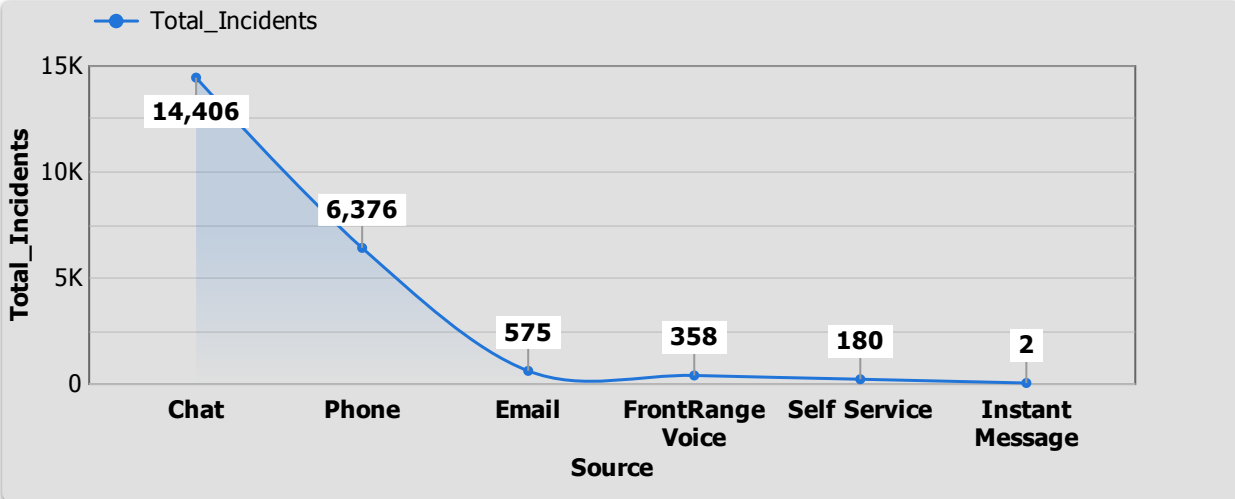
96.28%

Total Resolved Incidents by Agent

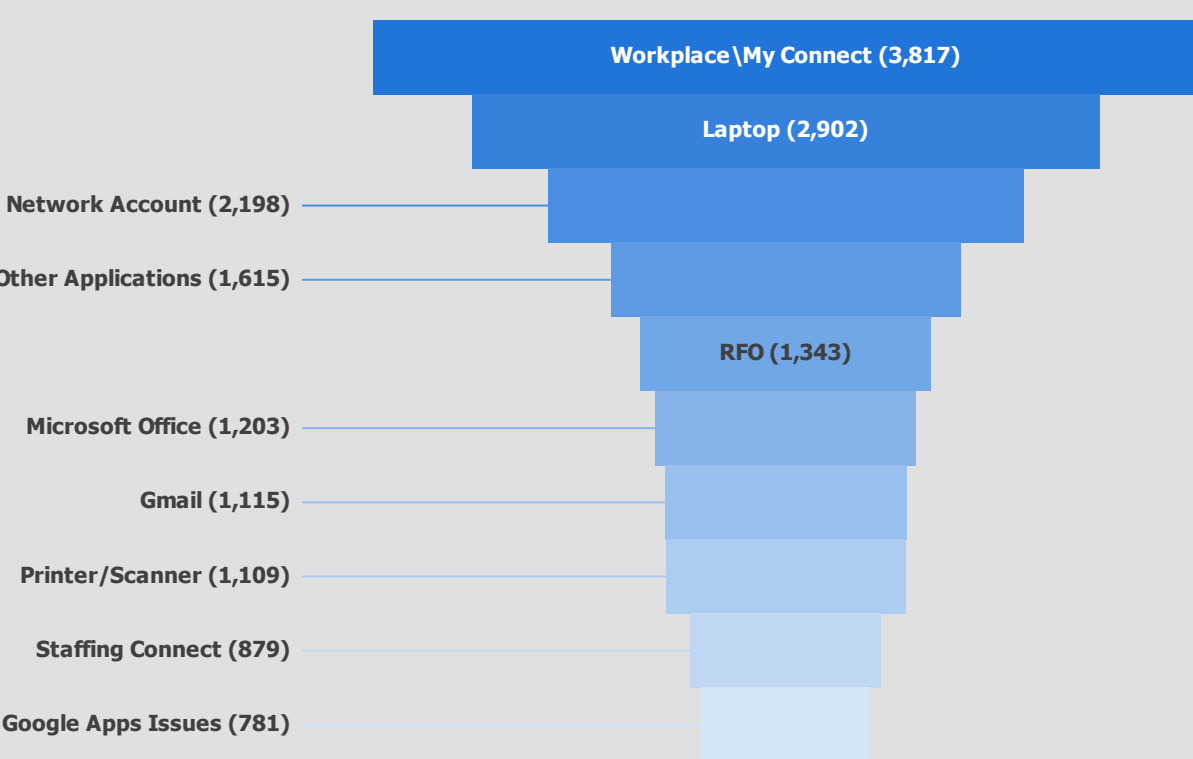
	Owner	Total_Incidents
1.	Simran Jangid	1,881
2.	Praveen Adapaka	1,532
3.	Chandra Kalavathi	1,532
4.	Harish Prasad	1,474
5.	Paulah R Jacobs	1,423
6.	Jyothi Saddi	1,420
7.	Sakshi Mohadikar	1,419
8.	Prabhjeet Kaur	1,397
9.	Sarojini Tripathy	1,387
10.	Yeshaswine Rapolu	1,348
11.	Jonathon D Sirokman	1,340
12.	Divya GC	1,279
13.	Tejaswi Kasani	1,255
14.	Bharath Lg	1,241
15.	Akshay Narsikar	1,202
16.	Staci N Henson	641
17.	RS Yellow Services	77
18.	Randstad ServiceAccount	34
19.	Steven Lemarc Brown	14
20.	Tejal Bhandaru	1
	Grand total	21,897

1 - 20 / 20

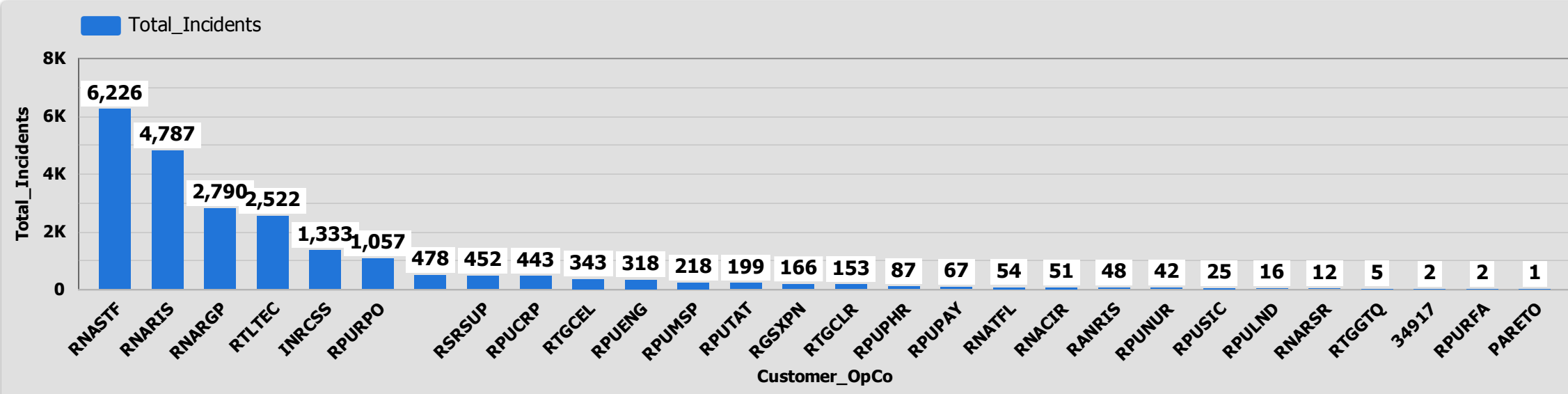
Total Resolved Incidents by Source



Top 10 Trouble Categories



Total Resolved Incidents by OpCo



FCR & NFCR by Agent

	Owner	FCR	NFCR
1.	Simran Jangid	1,869	12
2.	Chandra Kalavathi	1,515	17
3.	Praveen Adapaka	1,495	37
4.	Harish Prasad	1,448	26
5.	Sakshi Mohadikar	1,391	28
6.	Jyothi Saddi	1,384	36
7.	Sarojini Tripathy	1,372	15
8.	Prabhjeet Kaur	1,337	60
9.	Yeshaswine Rapolu	1,323	25
10.	Paulah R Jacobs	1,313	110
11.	Jonathon D Sirokman	1,265	75
12.	Divya GC	1,253	26
13.	Tejaswi Kasani	1,236	19
14.	Bharath Lg	1,229	12
15.	Akshay Narsikar	1,120	82
16.	Staci N Henson	427	214
17.	RS Yellow Services	72	5
18.	Randstad ServiceAccount	32	2
19.	Steven Lemarc Brown	1	13
20.	Tejal Bhandaru	1	0
	Grand total	21,083	814

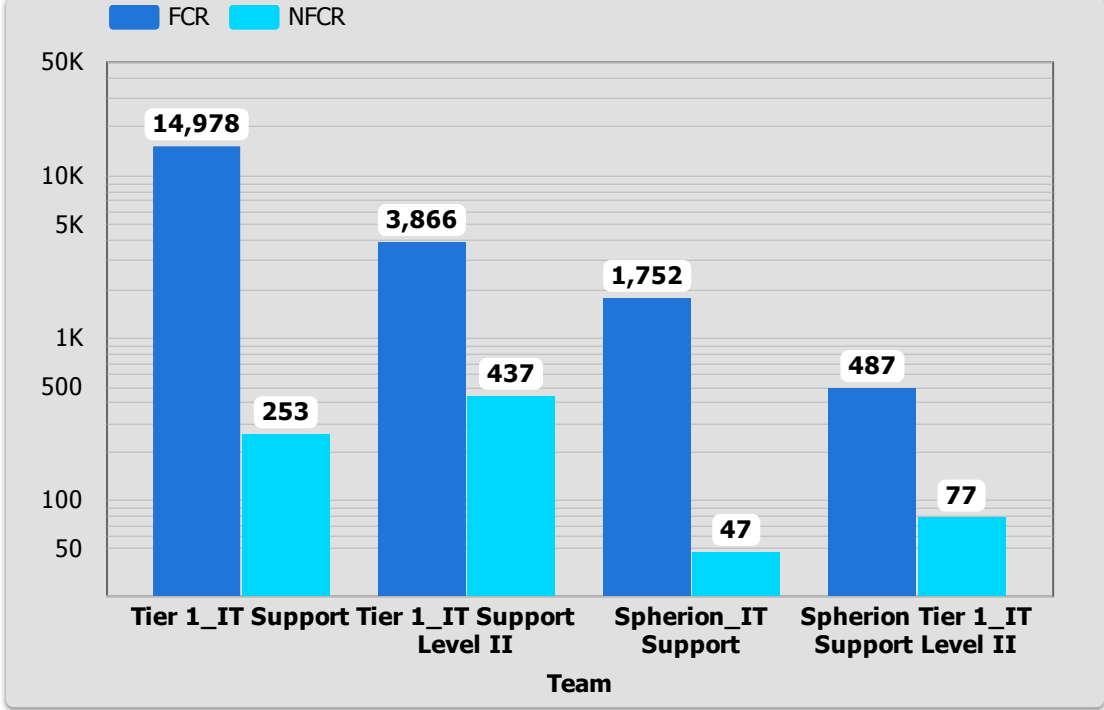
1 - 20 / 20

SLA Report by Agent

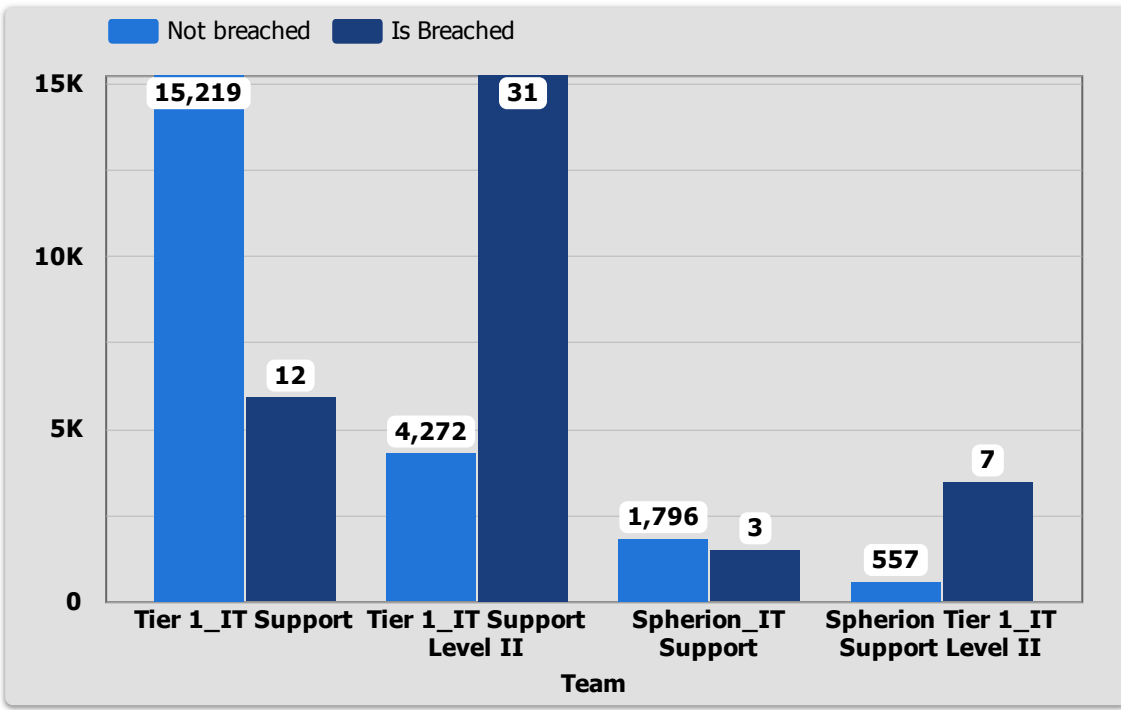
	Owner	Not bre...	Brea...	Combined
1.	Simran Jangid	1,881	0	1,881
2.	Chandra Kalavathi	1,532	0	1,532
3.	Praveen Adapaka	1,531	1	1,532
4.	Harish Prasad	1,474	0	1,474
5.	Jyothi Saddi	1,420	0	1,420
6.	Sakshi Mohadikar	1,416	3	1,419
7.	Paulah R Jacobs	1,408	15	1,423
8.	Prabhjeet Kaur	1,392	5	1,397
9.	Sarojini Tripathy	1,386	1	1,387
10.	Yeshaswine Rapolu	1,348	0	1,348
11.	Jonathon D Sirokman	1,329	11	1,340
12.	Divya GC	1,279	0	1,279
13.	Tejaswi Kasani	1,253	2	1,255
14.	Bharath Lg	1,241	0	1,241
15.	Akshay Narsikar	1,200	2	1,202
16.	Staci N Henson	630	11	641
17.	RS Yellow Services	77	0	77
18.	Randstad ServiceAccou...	32	2	34
19.	Steven Lemarc Brown	14	0	14
20.	Tejal Bhandaru	1	0	1
	Grand total	21,844	53	21,897

1 - 20 / 20

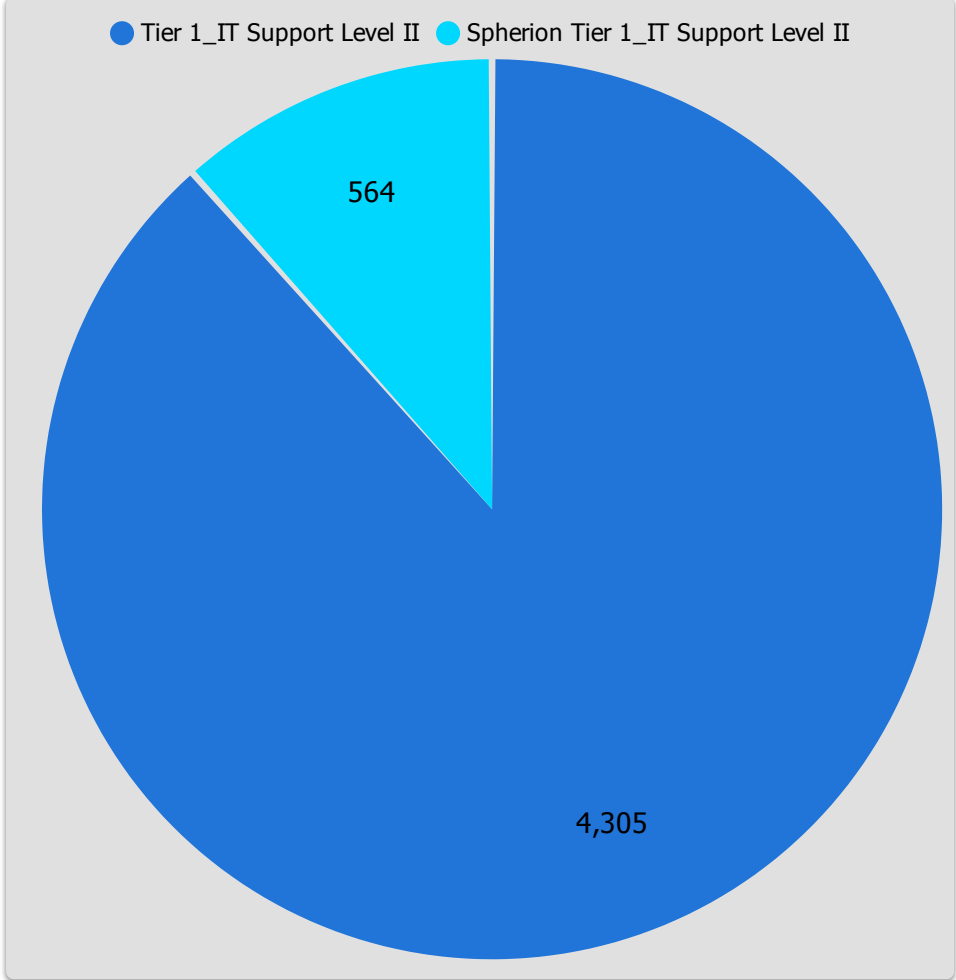
FCR & NFCR by Team



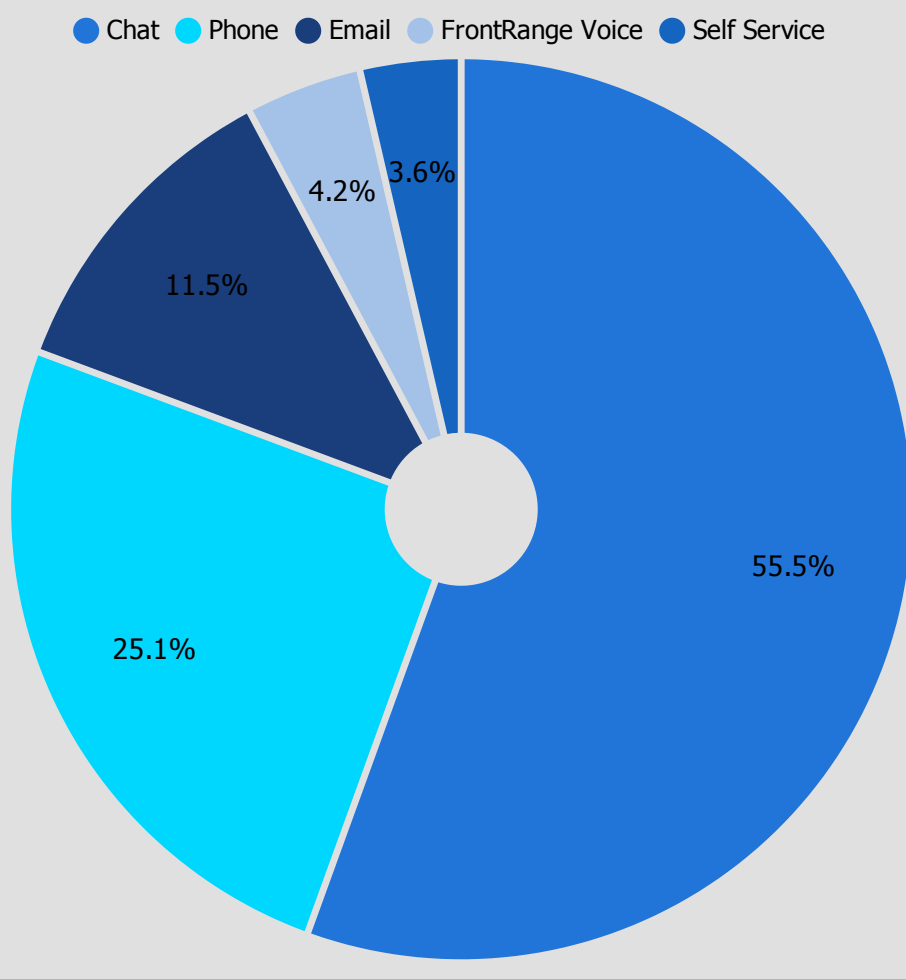
SLA Report by Team



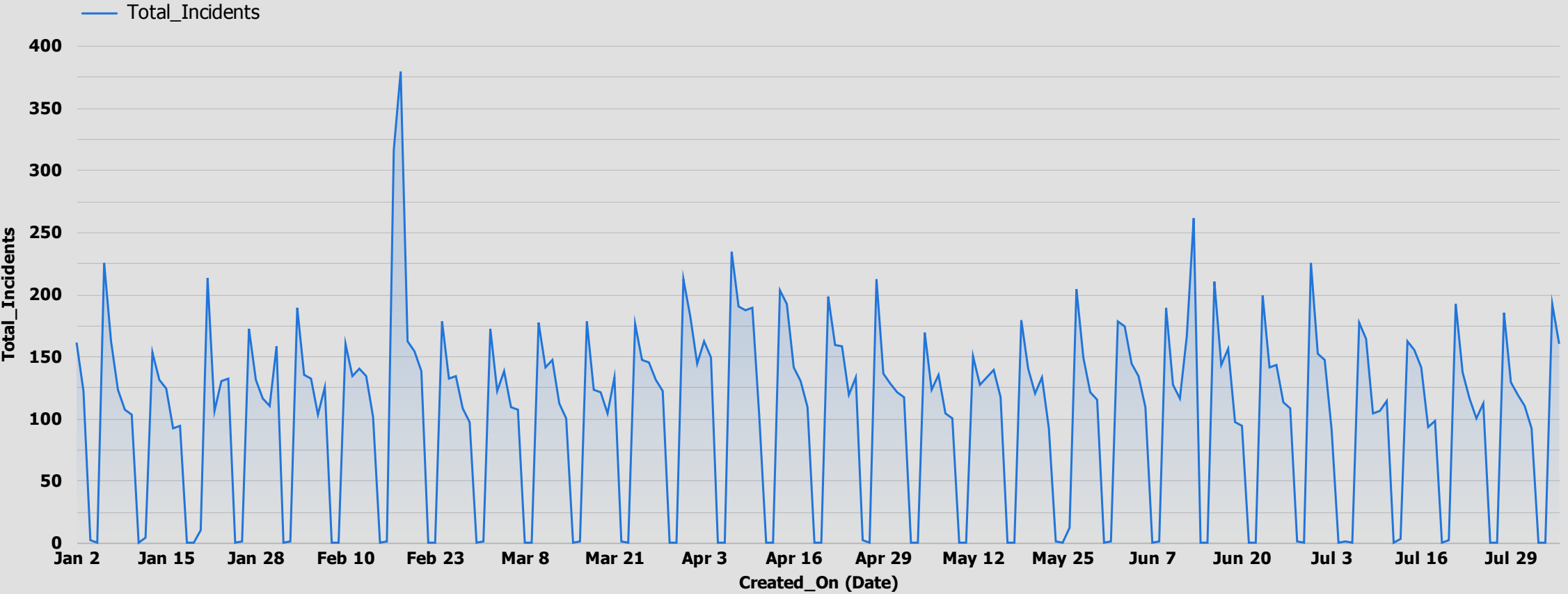
Total Resolved Incidents by Level 2 ...



Total Resolved Incidents by Level 2 Source



Incidents Creation Trend



Select date range

Source

Owner

Service

Customer Opco

Team

Category

Subcategory

Performance Indicators

Total Incidents

2,363

Total Resolved Incidents

2,363

Total Level 2 Incidents

564

% Breached

0.42%

% Not Breached

99.58%

Total First Call Resolutions (FCR)

2,239

Total Non First Call Resolutions (NFCR)

124

Avg NFCR

5.25%

Avg FCR

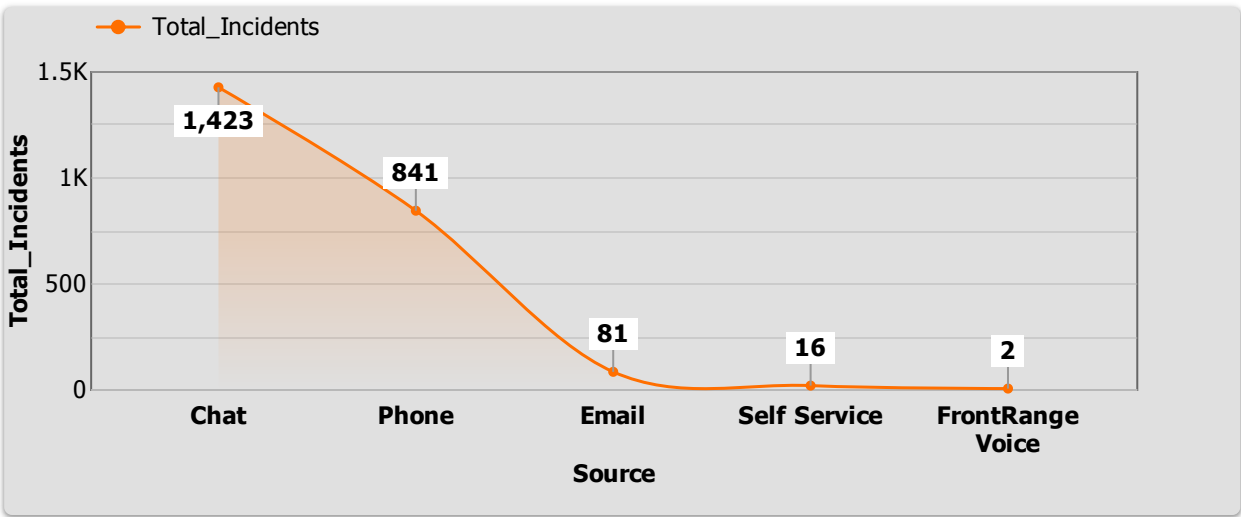
94.75%

Total Resolved Incidents by Agent

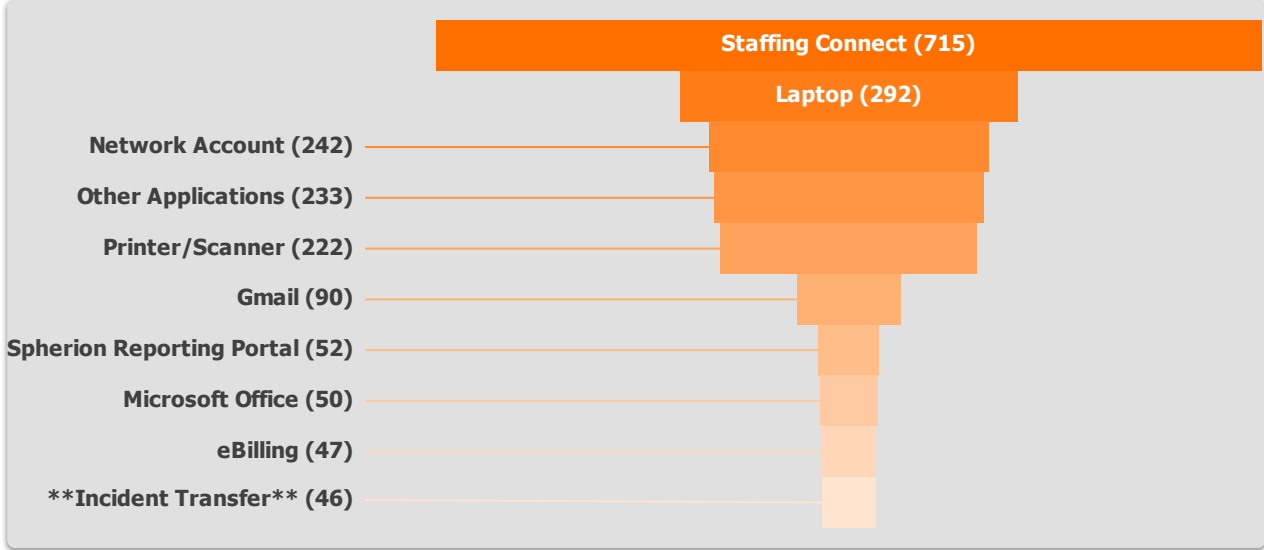
	Owner	Total_Incidents	
1.	Paulah R Jacobs	240	
2.	Simran Jangid	207	
3.	Chandra Kalavathi	190	
4.	Sakshi Mohadikar	189	
5.	Prabhjeet Kaur	187	
6.	Jyothi Saddi	178	
7.	Yeshaswine Rapolu	177	
8.	Praveen Adapaka	167	
9.	Akshay Narsikar	142	
10.	Tejaswi Kasani	142	
11.	Sarojini Tripathy	136	
12.	Harish Prasad	128	
13.	Divya GC	122	
14.	Jonathon D Sirokman	89	
15.	Staci N Henson	66	
16.	Bharath Lg	3	
	Grand total	2,363	

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Total Resolved Incidents by Source



Top 10 Trouble Categories



FCR & NFCR by Agent

	Owner	FCR	NFCR
1.	Paulah R Jacobs	205	35
2.	Simran Jangid	204	3
3.	Chandra Kalavathi	186	4
4.	Sakshi Mohadikar	183	6
5.	Prabhjeet Kaur	179	8
6.	Jyothi Saddi	174	4
7.	Yeshaswine Rapolu	172	5
8.	Praveen Adapaka	165	2
9.	Tejaswi Kasani	140	2
10.	Akshay Narsikar	134	8
11.	Sarojini Tripathy	131	5
12.	Harish Prasad	123	5
13.	Divya GC	118	4
14.	Jonathon D Sirokman	83	6
15.	Staci N Henson	39	27
16.	Bharath Lg	3	0
	Grand total	2,239	124

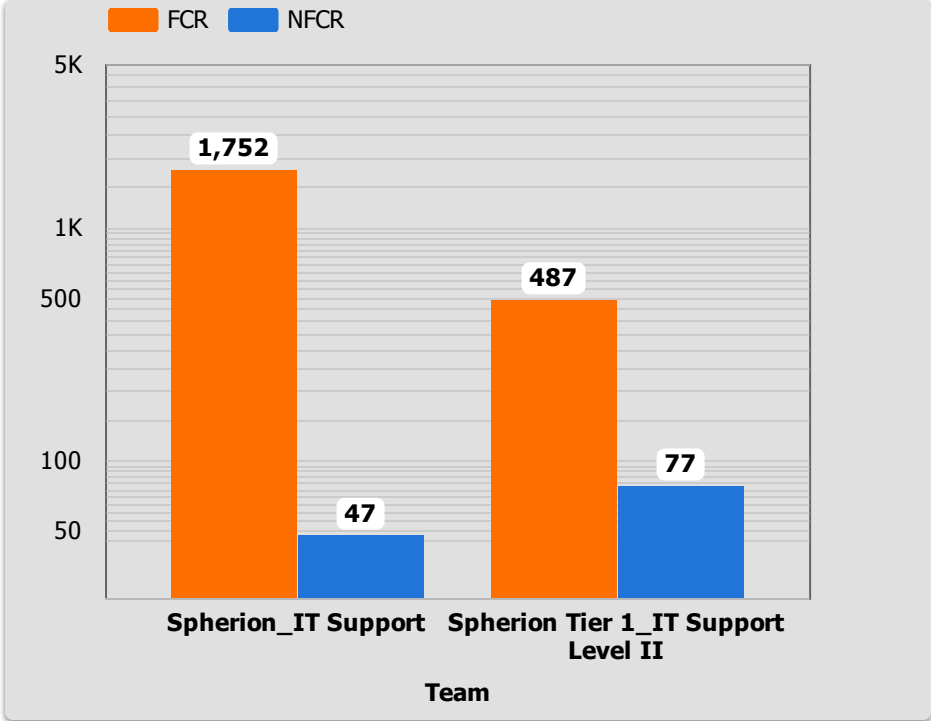
1 - 16 / 16

SLA Report by Agent

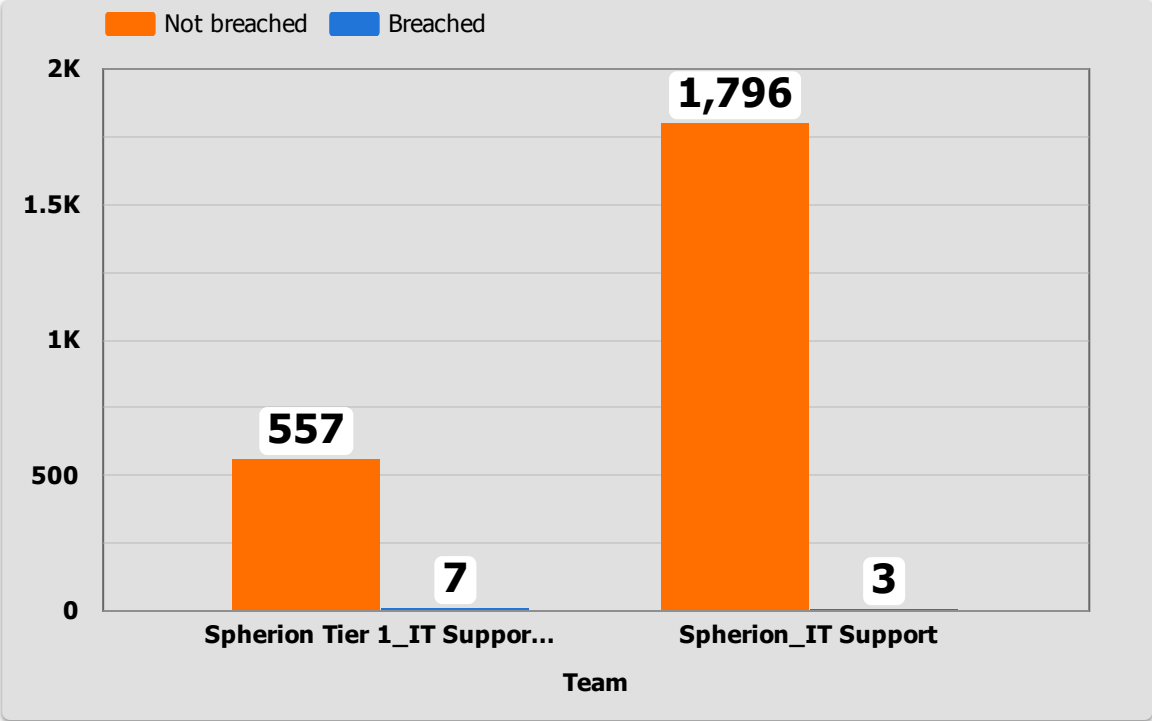
	Owner	Not breached	Breached	Combined
1.	Paulah R Jacobs	234	6	240
2.	Simran Jangid	207	0	207
3.	Chandra Kalavathi	190	0	190
4.	Sakshi Mohadikar	188	1	189
5.	Prabhjeet Kaur	186	1	187
6.	Jyothi Saddi	178	0	178
7.	Yeshaswine Rapolu	177	0	177
8.	Praveen Adapaka	167	0	167
9.	Akshay Narsikar	142	0	142
10.	Tejaswi Kasani	141	1	142
11.	Sarojini Tripathy	136	0	136
12.	Harish Prasad	128	0	128
13.	Divya GC	122	0	122
14.	Jonathon D Sirokman	89	0	89
15.	Staci N Henson	65	1	66
16.	Bharath Lg	3	0	3
	Grand total	2,353	10	2,363

1 - 16 / 16

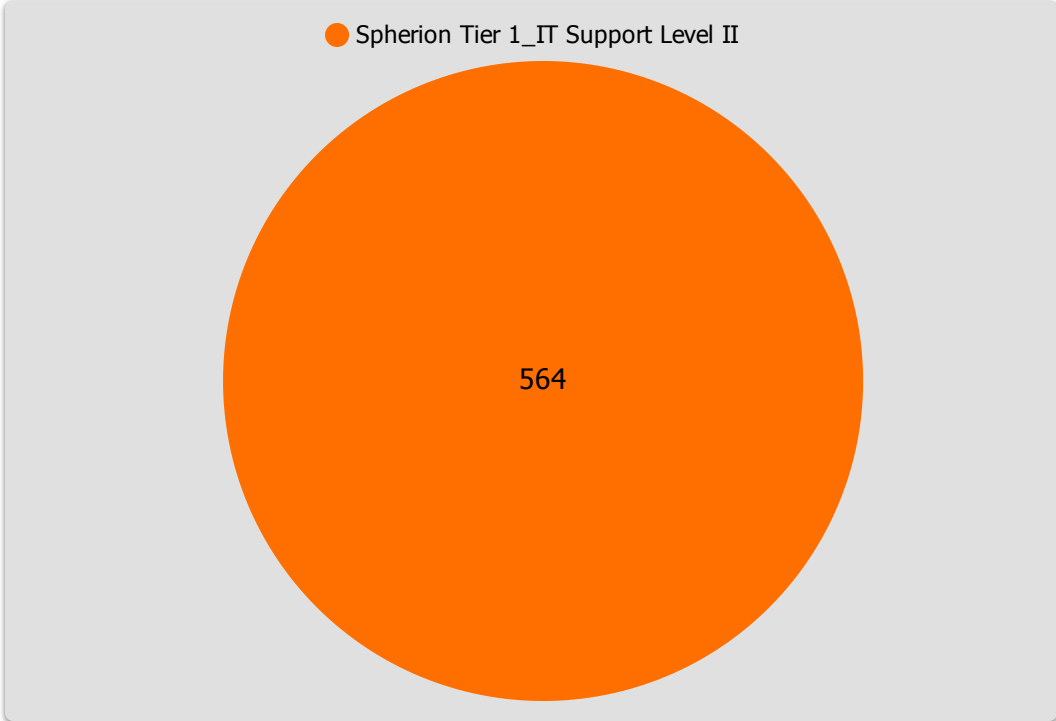
FCR & NFCR by Team



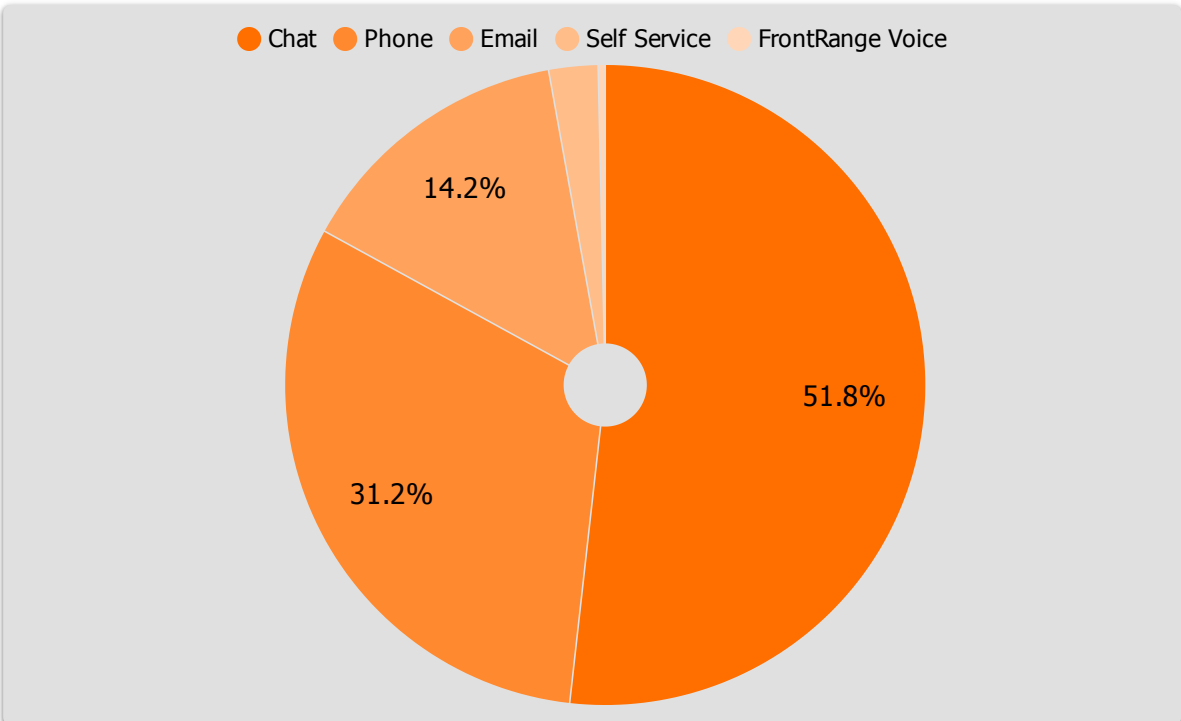
SLA Report by Team



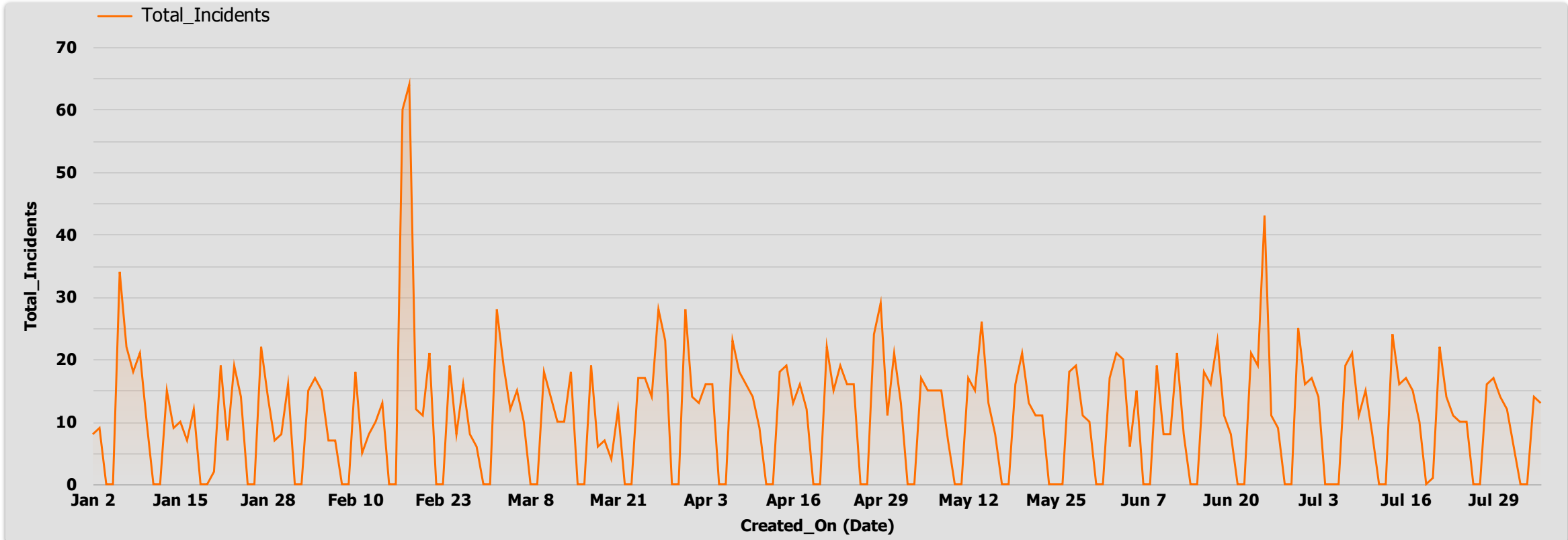
Total Resolved Incidents by Level 2 Teams



Total Resolved Incidents by Level 2 Source



Incidents Creation Trend



Select date range

Last_Name

Performance Indicators



Total Calls

9,621



Total Chats

21,592



Total Calls & Chats

31,213



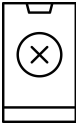
Avg Handle Time (Min.)

12.69



Total Chats Rejected + No Answer

74



Total Calls Rejected + No Answer

156



Total Calls & Chats Rejected + No Answer

230

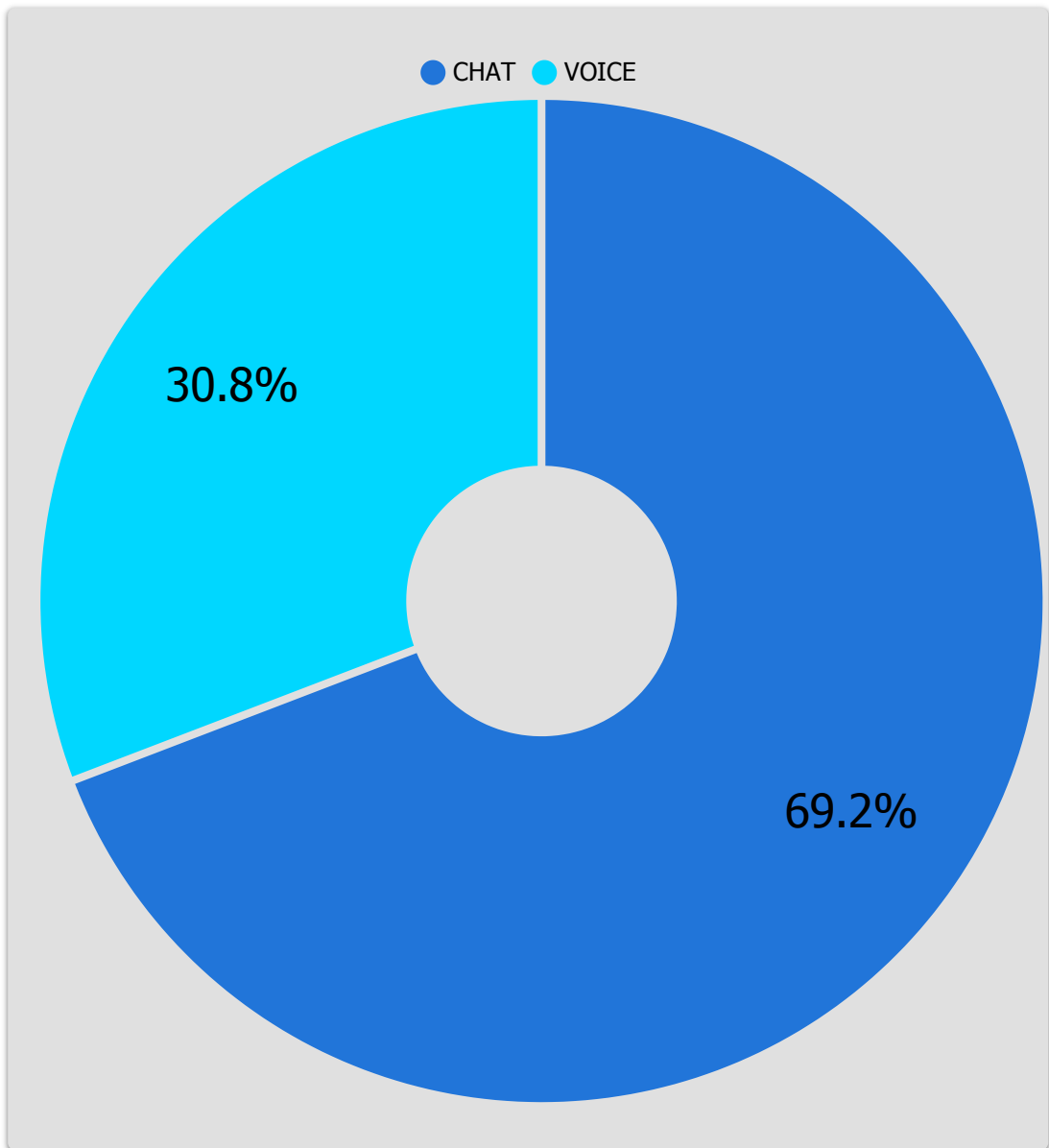
Total Calls & Chats + Avg Handle Time By Agent

	Last Name	Total calls and chats	Avg handle time (Min.)
1.	Adapaka	2,884	10.6
2.	Jangid	2,742	9.62
3.	Saddi	2,576	12.87
4.	Mohadikar	2,551	11.29
5.	Kalavathi	2,421	12.24
6.	Sirokman	2,380	10.85
7.	Kaur	2,315	11.67
8.	Rapolu	2,240	13.64
9.	Prasad	2,197	15.84
10.	Jacobs	2,161	13.28
11.	Tripathy	2,047	13.7
12.	Kasani	1,869	15.86
13.	GC	1,486	14.72
14.	Lg	537	19.18
15.	Narsikar	415	15.85
16.	Henson	392	11.18
	Grand total	31,213	12.69

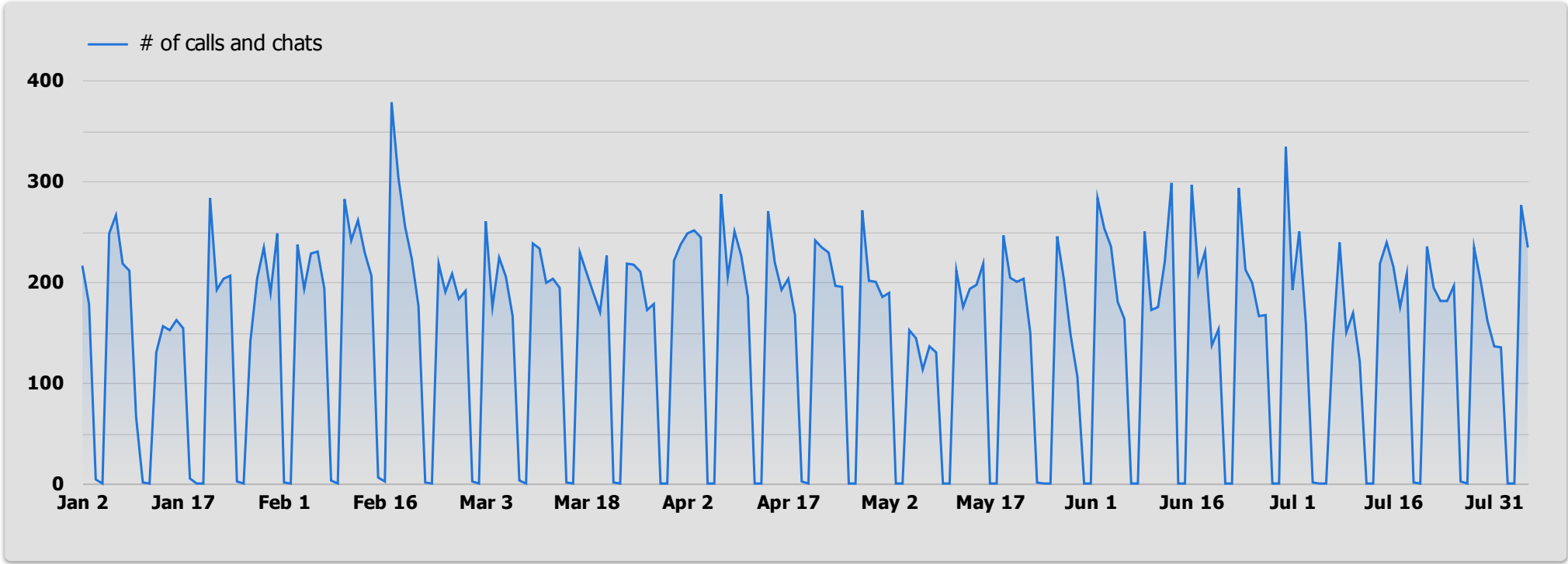
1 - 16 / 16



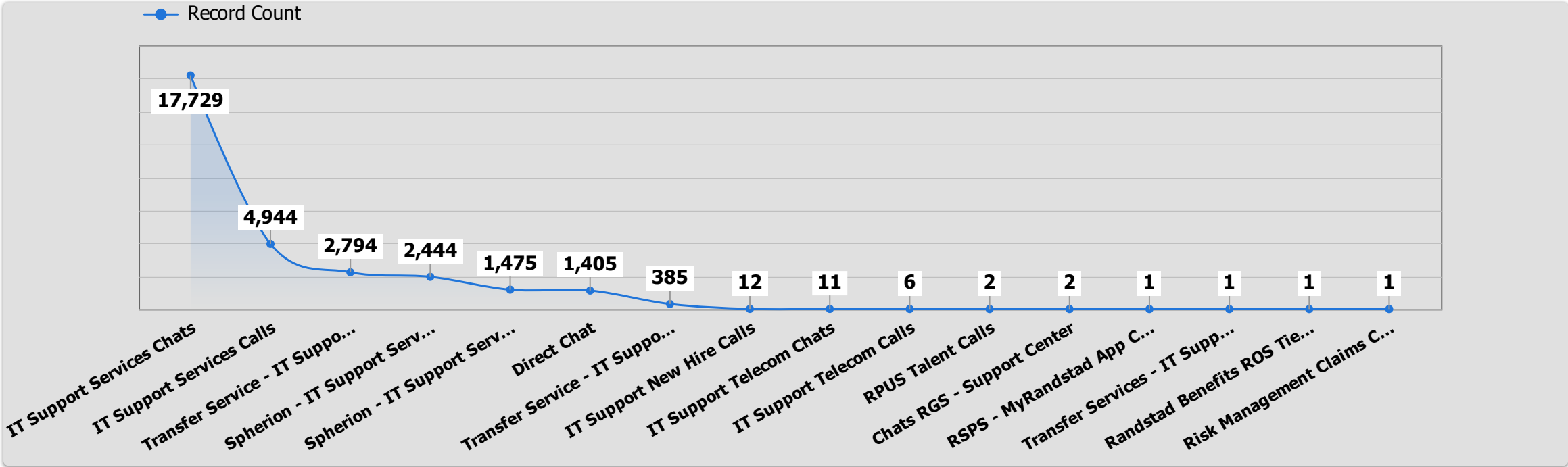
Percentage Of Calls & Chats



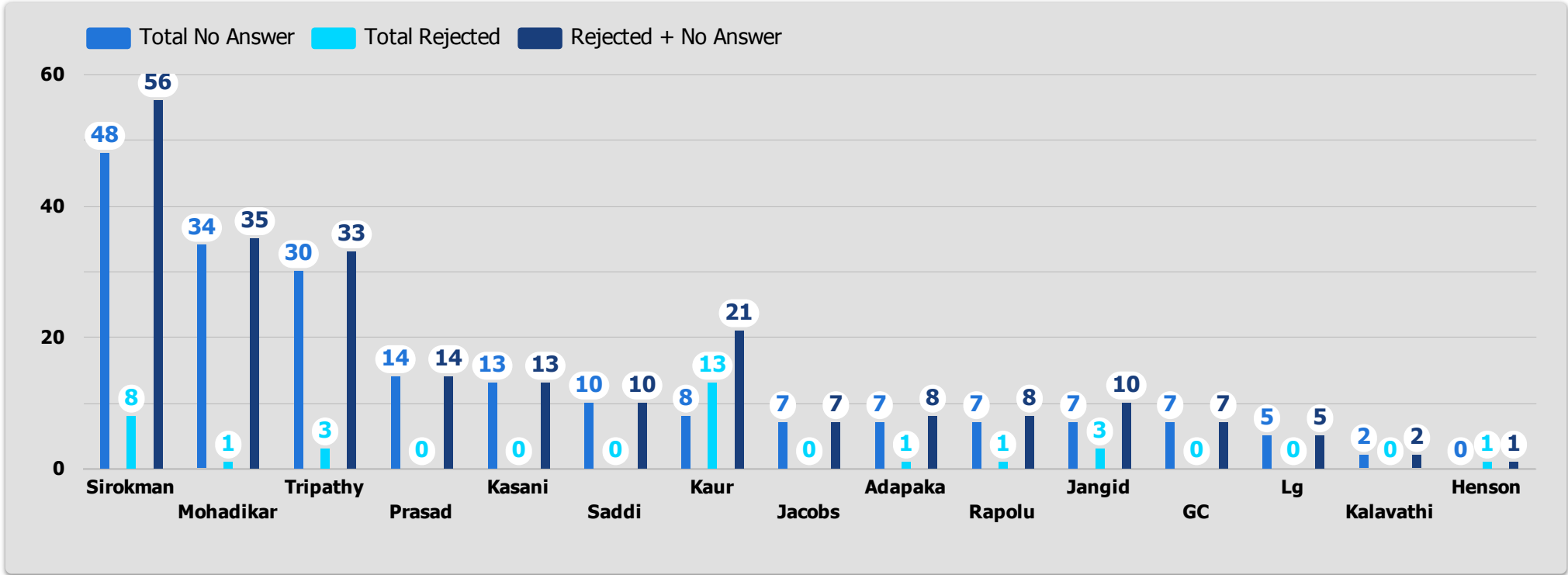
Total Calls & Chats Trend



Total Calls & Chats by Service



Total Calls & Chats Rejected + No Answer by Agent



Select date range

Last_Name

Performance Indicators



Total Calls

1,860



Total Chats

2,444



Total Calls & Chats

4,304



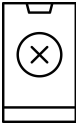
Avg Handle Time (Min.)

11.54



Total Chats Rejected + No Answer

3



Total Calls Rejected + No Answer

28



Total Calls & Chats Rejected + No Answer

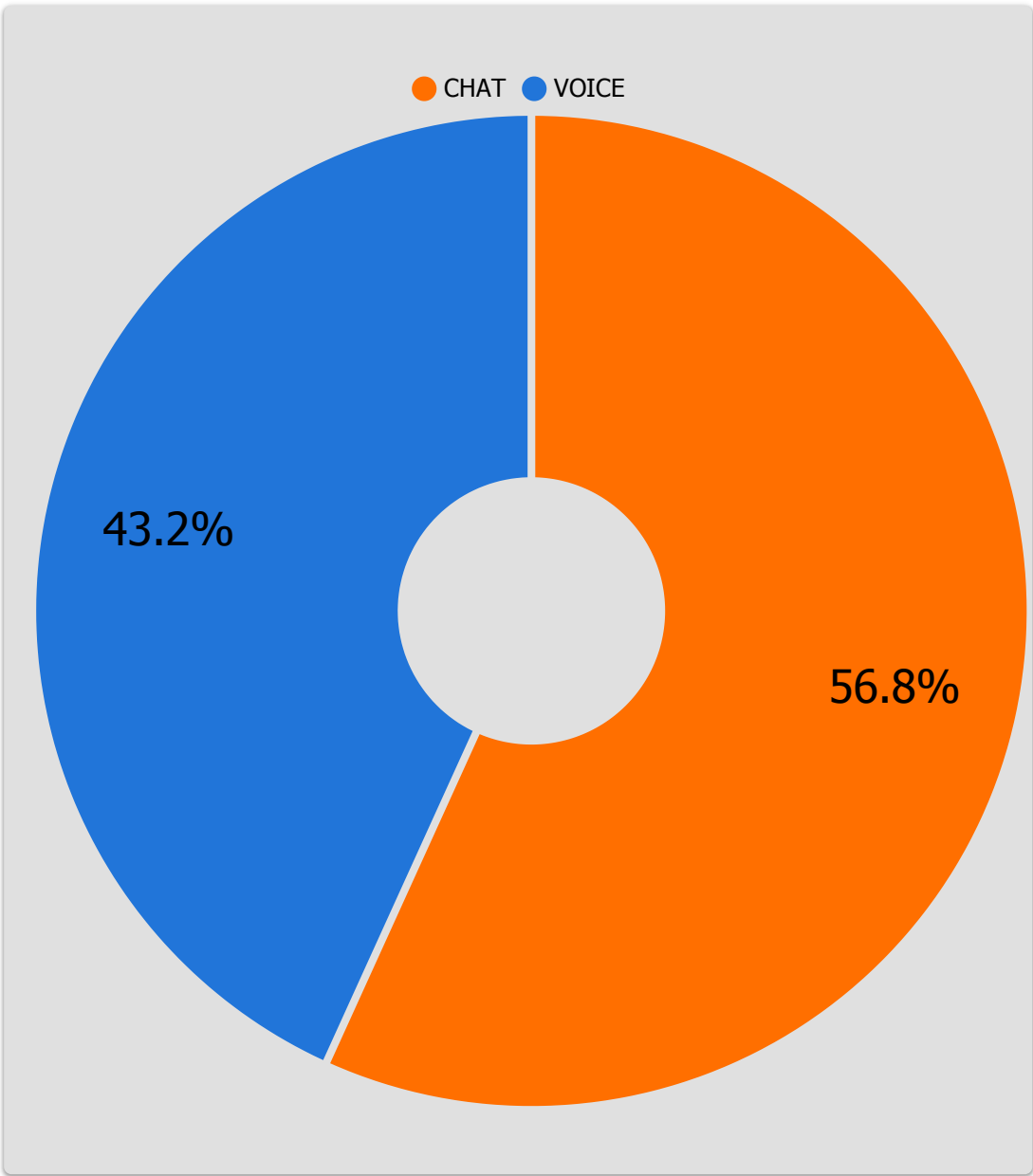
31

Total Calls & Chats + Avg Handle Time By Agent

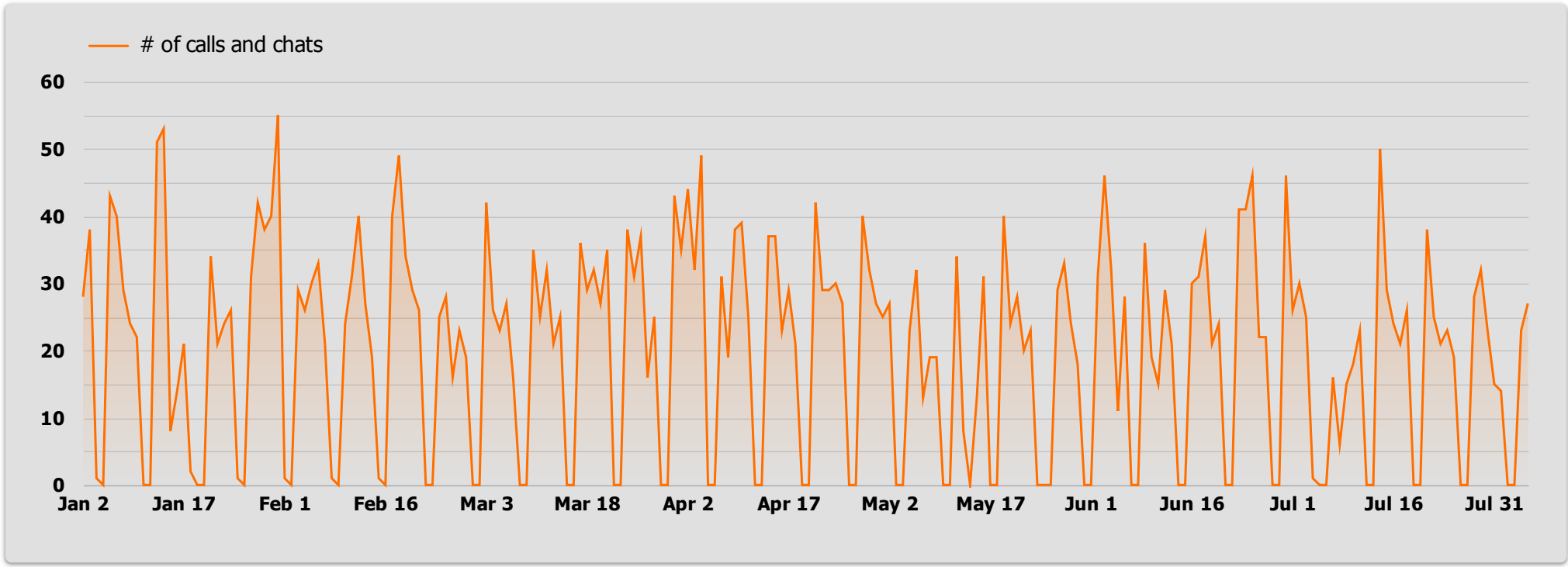
	Last Name	Total calls and chats	Avg handle time (Min.)
1.	Jacobs	449	13.87
2.	Jangid	399	9.38
3.	Mohadikar	364	10.25
4.	Kalavathi	349	10.6
5.	Saddi	326	11.91
6.	Adapaka	317	9.85
7.	Prasad	315	15.37
8.	Rapolu	309	11.57
9.	Sirokman	286	9.51
10.	Tripathy	283	13.03
11.	Kaur	281	7.97
12.	GC	218	13.47
13.	Kasani	208	15.36
14.	Henson	144	8.52
15.	Narsikar	55	15.46
16.	Lg	1	3.37
	Grand total	4,304	11.54

1 - 16 / 16

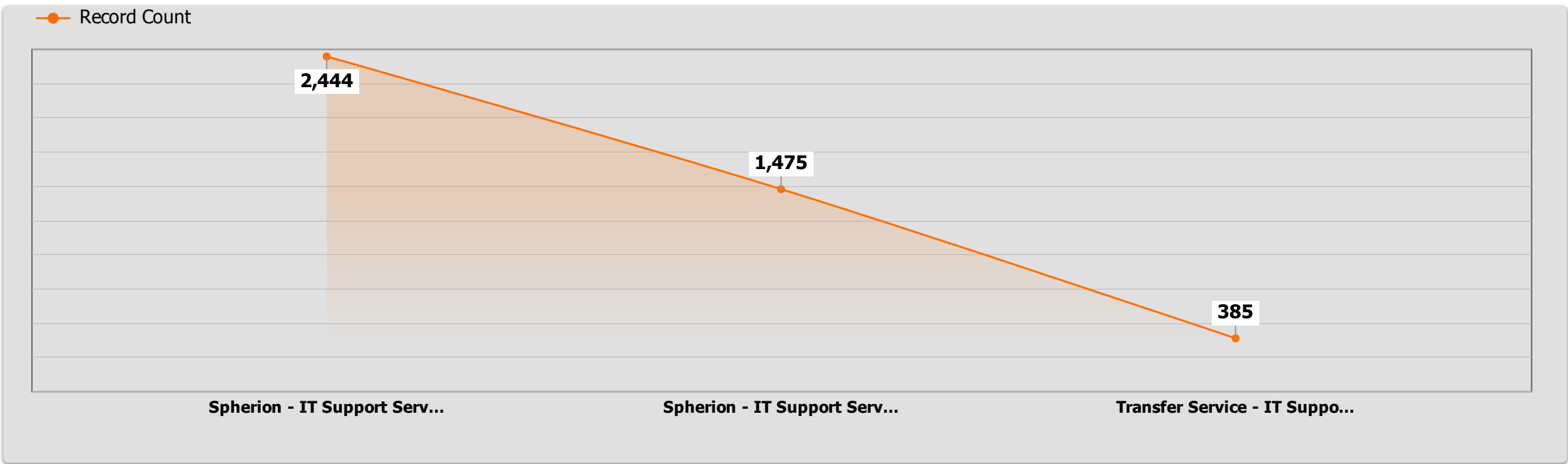
Percentage Of Calls & Chats



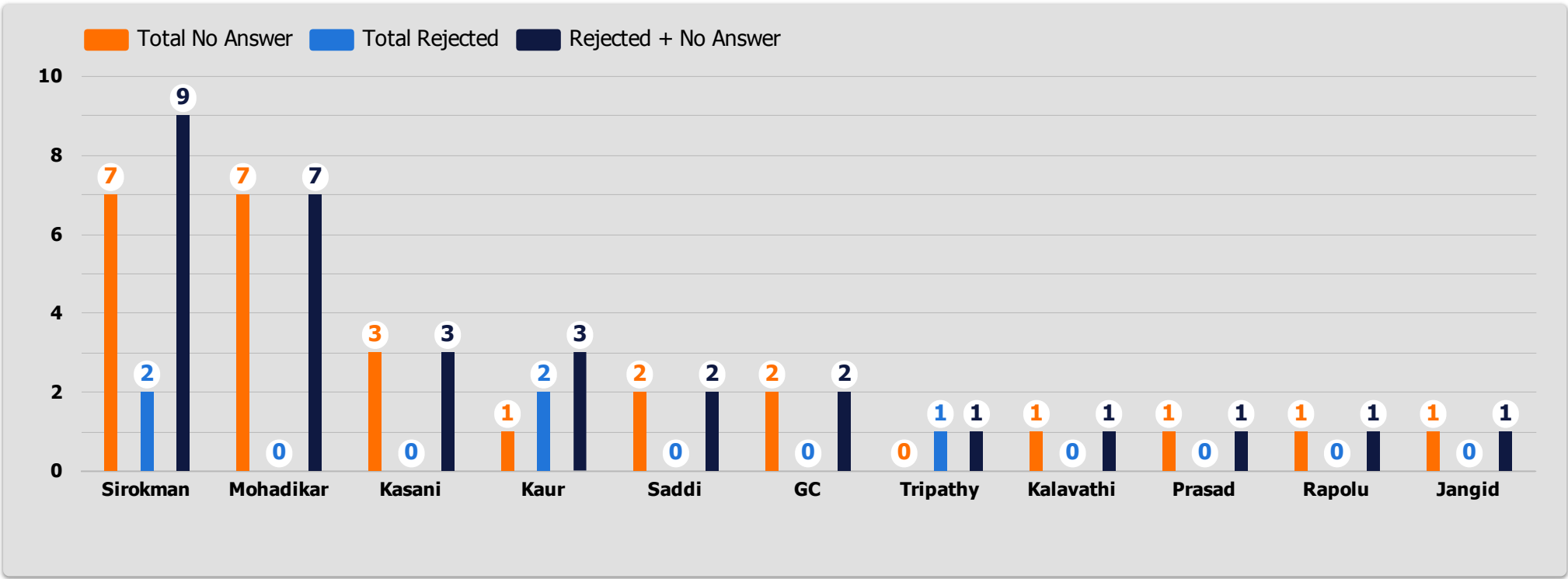
Total Calls & Chats Trend



Total Calls & Chats by Service



Total Calls & Chats Rejected + No Answer by Agent





Tier 1 - IT Support - Survey Report

Last Refreshed Time Stamp:
Aug 8, 2025, 10:56:36 AM

Select date range

Agent

Performance Indicators

Total Agents

18

Total Surveys

14,946

Avg Rating

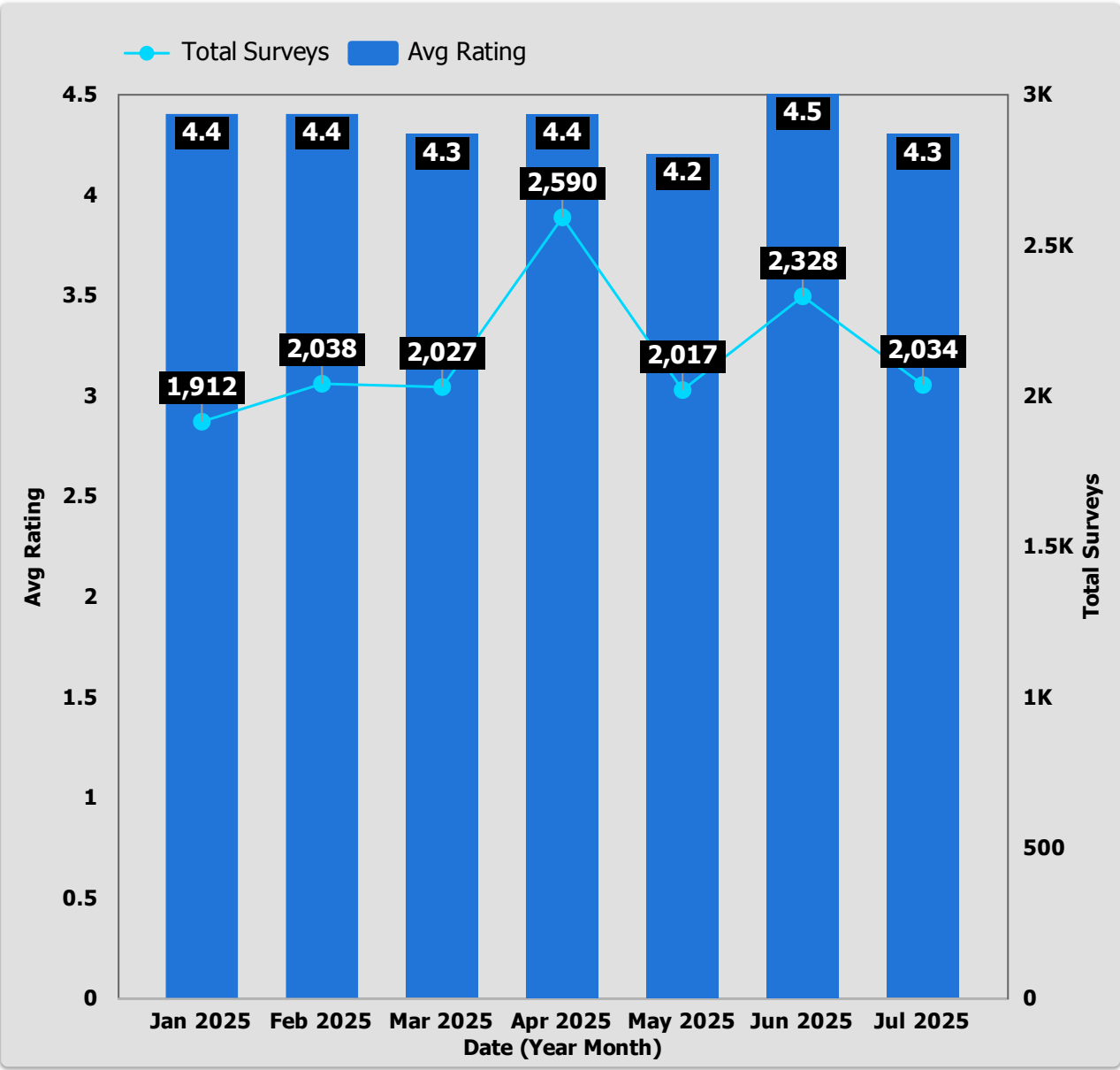
4.4

Agent Survey & Rating Chart

Agent	Avg Rating	Total Surveys
Bharath Lg	4.7	823
Harish Prasad	4.6	959
Paulah Jacobs	4.5	694
Prabhjeet Kaur	4.5	911
Praveen Adapaka	4.4	1,553
Jyothi Saddi	4.4	936
Sakshi Mohadikar	4.4	1,046
Simran Jangid	4.4	1,301
Akshay Narsikar	4.3	1,086
Jon Sirokman	4.3	1,032
Tejaswi Kasani	4.3	857
Yeshaswine Rapolu	4.2	903
Sarojini Tripathy	4.2	949
Chandra Kalavathi	4.1	1,044
Divya GC	4	844
Staci Henson	3	8
Medha Sakhamuri	null	0
Marc Brown	null	0
Grand total	4.4	14,946

1 - 18 / 18

Team Monthly Survey & Rating



Tier 1 - IT Support - Service Metrics

Last Refreshed Time Stamp:
Aug 8, 2025, 10:56:36 AM

Service

Performance Indicators

Total Teams

7

Total Surveys

14,772

Avg Rating

4.4

Avg Wait Time

00:00:10

Service Metric by Team

Service	Average_Speed_of_Answer	Contact_Satisfaction	Number_of_Surveys
IT Support Services Chats	00:00:11	4.4	13,194
Spherion - IT Support Services Chats	00:00:07	4.3	1,578
IT Support Services Calls	00:00:10	null	0
Spherion - IT Support Services Calls	00:00:11	null	0
IT Support New Hire Calls	00:00:06	null	0
Transfer Service - IT Support Services Calls	00:00:10	null	0
Transfer Service - IT Support Spherion Queue	00:00:10	null	0
Grand total		4.4	14,772

1 - 7 / 7



Tier 1 - IT Support - Survey Report

Last Refreshed Time Stamp:
Aug 8, 2025, 10:56:36 AM

Select date range ▾

Agent ▾

Performance Indicators

Total Agents

18

Total Surveys

14,946

Avg Rating

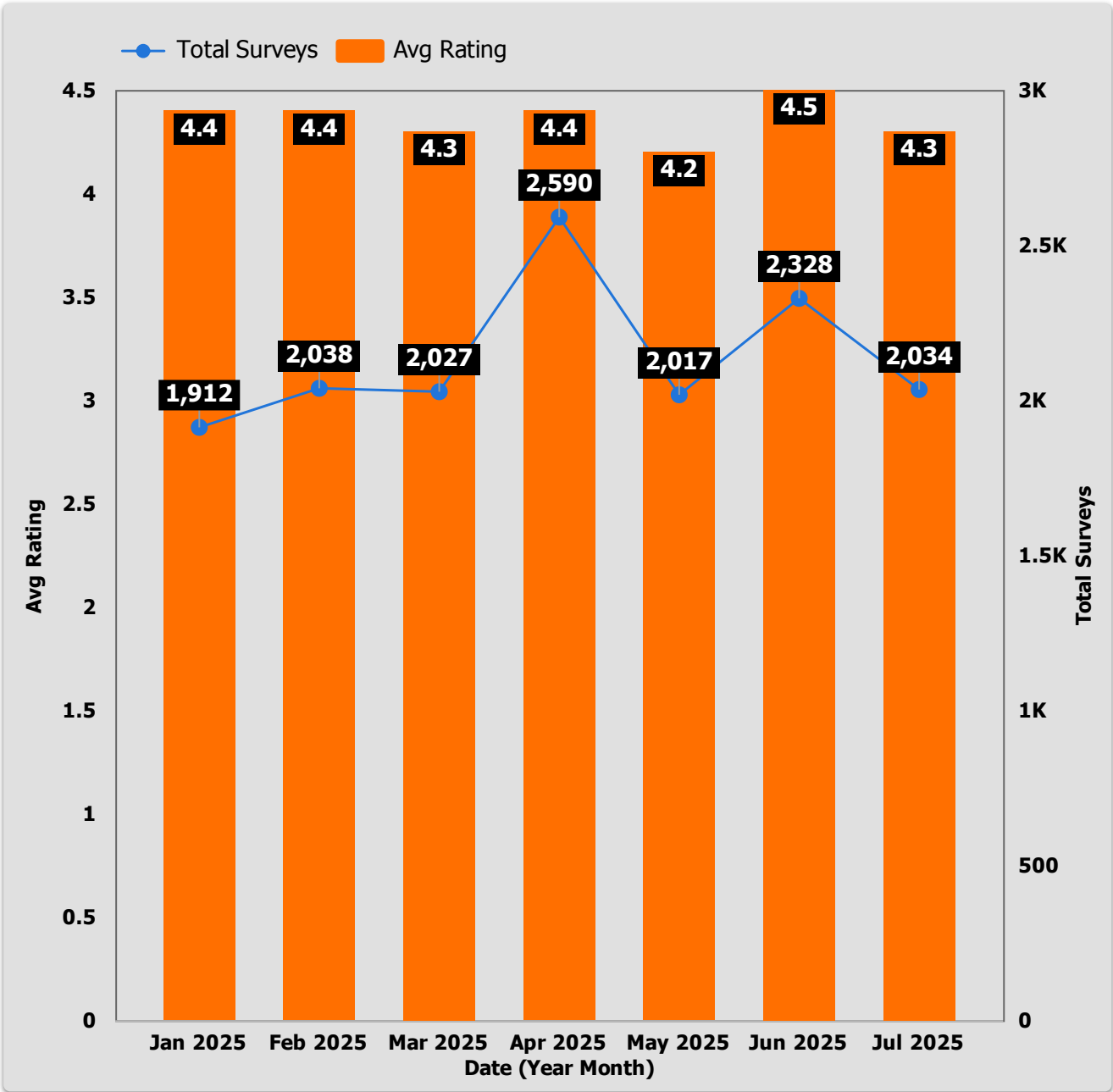
4.4

Agent Survey & Rating Chart

Agent	Avg Rating ▾	Total Surveys
Bharath Lg	4.7	823
Harish Prasad	4.6	959
Paulah Jacobs	4.5	694
Prabhjeet Kaur	4.5	911
Praveen Adapaka	4.4	1,553
Jyothi Saddi	4.4	936
Sakshi Mohadikar	4.4	1,046
Simran Jangid	4.4	1,301
Akshay Narsikar	4.3	1,086
Jon Sirokman	4.3	1,032
Tejaswi Kasani	4.3	857
Yeshaswine Rapolu	4.2	903
Sarojini Tripathy	4.2	949
Chandra Kalavathi	4.1	1,044
Divya GC	4	844
Staci Henson	3	8
Medha Sakhamuri	null	0
Marc Brown	null	0
Grand total	4.4	14,946

1 - 18 / 18 < >

Team Monthly Survey & Rating



Tier 1 - IT Support - Service Metrics

Last Refreshed Time Stamp:
Aug 8, 2025, 10:56:36 AM

Service ▾

Performance Indicators

Total Teams

3

Total Surveys

1,578

Avg Rating

4.3

Avg Wait Time

00:00:08

Service Metrics by Team

Service	Average_Speed_of_Answer	Contact_Satisfaction ▾	Number_of_Surveys
Spherion - IT Support Services Chats	00:00:07	4.3	1,578
Spherion - IT Support Services Calls	00:00:11	null	0
Transfer Service - IT Support Spherion Queue	00:00:10	null	0
Grand total		4.3	1,578

1 - 3 / 3 < >