

SPI Workload Report

May 1, 2022 - May 29, 2022

SPI Name	Agent Number	Total Cases	Total Exposures	% Exposure	Total Info Requests	% Info	Total Follow-Ups	% F/U	# 8hr Shifts Worked	# Total Forced Calls	Avg. Forced per Shift (<0.2)	% Release	Chart Generation per hour	% Idle	# of Break Codes Used	Break Factor	Longest Break Taken (hh:mm:ss)	QA Case Reviews	QA Case Factor	Surveys
Anderson, Bart	50904	76	38	50.0	1	1.3	37	48.7	2	0	0.0	12.6%	2.44	45.0	4	2.0	0:18:17	0	0.0	0
Asamoah, Kwaku	59509	504	257	51.0	24	4.8	223	44.2	20	2	0.1	16.7%	1.76	40.3	41	2.1	0:17:51	10	0.5	15
Bachman, George	59996	249	60	24.1	4	1.6	185	74.3	12	0	0.0	38.6%	0.67	29.1	6	0.0	0:13:12	0	0.0	5
Baskerville, Dale	51242	491	212	43.2	9	1.8	270	55.0	17	2	0.1	24.3%	1.63	41.8	26	1.5	0:20:43	115	6.8	19
Capell, Nicky	59651	516	274	53.1	13	2.5	229	44.4	18	0	0.0	19.0%	1.99	38.7	35	1.9	0:20:00	0	0.0	3
Debruyne, Brett	50190	709	237	33.4	21	3.0	451	63.6	17	0	0.0	29.8%	1.90	40.1	23	1.4	0:15:00	201	11.8	8
Dillon, Kelly	57100	95	61	64.2	5	5.3	29	30.5	4	0	0.0	26.7%	2.06	45.5	6	1.5	0:16:26	0	0.0	2
Douglas, Dionna	50884	401	183	45.6	16	4.0	202	50.4	15	1	0.1	16.0%	1.33	45.7	31	2.1	0:20:03	41	2.7	7
Evans, Donna	55779	387	156	40.3	12	3.1	219	56.6	16	1	0.1	19.4%	1.31	39.4	19	1.2	0:27:42	25	1.6	26
Forbes, Cleomie	56239	692	329	47.5	19	2.7	344	49.7	21	0	0.0	35.4%	2.07	31.8	48	2.3	0:18:12	1	0.0	3
Going, Robert	50089	117	61	52.1	2	1.7	54	46.2	4	0	0.0	38.3%	1.97	34.6	8	2.0	0:15:40	7	1.8	3
Hash, Christina	50081	758	418	55.1	23	3.0	317	41.8	23	0	0.0	14.7%	2.40	47.0	52	2.3	0:16:57	0	0.0	4
Heard, Julia	50358	499	182	36.5	13	2.6	304	60.9	15	0	0.0	19.6%	1.30	38.6	34	2.3	0:17:57	31	2.1	9
Herrington, Lloyd	51879	472	231	48.9	14	3.0	227	48.1	13	1	0.1	12.8%	2.36	41.4	12	0.9	0:06:08	15	1.2	24
House, Philip	59631	135	45	33.3	3	2.2	87	64.4	3	0	0.0	11.7%	2.00	26.6	13	4.3	0:16:37	0	0.0	0
Kinan, Karen	59508	1125	500	44.4	29	2.6	596	53.0	22	1	0.0	19.4%	2.40	44.3	54	2.5	0:16:50	45	2.0	86
Marini, Mario	58142	87	43	49.4	5	5.7	39	44.8	4	0	0.0	18.2%	1.50	49.1	9	2.3	0:19:31	0	0.0	0
Martin, Jill	57580	850	343	40.4	29	3.4	478	56.2	21	1	0.0	17.7%	2.21	39.3	16	0.8	0:07:10	85	4.0	12
Ngo, Kiet	54504	636	356	56.0	52	8.2	228	35.8	19	4	0.2	14.7%	2.68	48.2	43	2.3	0:19:20	3	0.2	6
Proshok, Crystal	56610	577	272	47.1	24	4.2	281	48.7	18	0	0.0	15.2%	2.06	55.0	39	2.2	0:17:27	86	4.8	23
Rentschler, Alexandra	53980	862	331	38.4	16	1.9	515	59.7	19	0	0.0	10.0%	2.28	40.9	41	2.2	0:18:06	35	1.8	6
Riddell, Sandra	54197	591	261	44.2	25	4.2	305	51.6	20	1	0.1	20.8%	1.79	46.2	45	2.3	0:17:18	182	9.1	9
Sosebee, Erin	59138	654	328	50.2	21	3.2	305	46.6	20	3	0.2	13.1%	2.18	46.9	37	1.9	0:15:00	53	2.7	7
Tully, Jason	56508	382	210	55.0	12	3.1	160	41.9	12	0	0.0	15.3%	2.31	38.5	24	2.0	0:17:24	22	1.8	2
Velazco, Miguel	55974	559	324	58.0	23	4.1	212	37.9	20	4	0.2	19.9%	2.17	50.6	50	2.5	0:17:58	0	0.0	6
Wright, Shannon	59820	519	302	58.2	23	4.4	194	37.4	19	0	0.0	18.2%	2.14	45.9	42	2.2	0:21:07	10	0.5	12
Yunez, Canaan	59368	368	187	50.8	7	1.9	174	47.3	18	0	0.0	37.6%	1.35	35.6	39	0.0	0:17:48	0	0.0	0
		13235	6163	46.6	445	3.4	6665	50.4	410	21	0.1	20.3%	1.93	42.2	746	1.8	0:17:13	967	2.4	297

*RPH - The number of incoming calls received when logged into the Shortel Contact Center System.

*Chart Generation per hour - The number of charts (exposure + information) generated per shift.

*% Release - This number reflects the amount of time in the office.

*Breaks - The longest break will not exceed 30 minutes