

Monthly Customer Service (CS) Metrics

Month	Calls/Hr	Job Sat.	CS Score	Esc.	Res.
1	14,563	83%	82	11%	85%
2	14,208	90%	82	12%	92%
3	14,029	82%	85	14%	84%
4	12,223	90%	86	15%	92%
5	11,255	84%	88	11%	86%
6	10,858	91%	98	9%	93%

*Monthly Goals:

Calls per Hour (Calls/Hr) \geq 14,000;

Job Satisfaction (Job Sat.) \geq 84%;

Customer Service (CS) Score \geq 83;

Escalations (Esc.) \leq 9%;

Resolutions (Res.) \geq 85%

What was the total number of calls that had resolutions for month 4?

92	11,001	11,245	12,223	12,506
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Sat Practice This Month Customer Service

Christopher Black, Mark Anestis



Sat Practice This Month Customer Service:

Unveiling the Energy of Verbal Artistry: An Psychological Sojourn through **Sat Practice This Month Customer Service**

In a global inundated with monitors and the cacophony of quick transmission, the profound power and emotional resonance of verbal beauty frequently disappear in to obscurity, eclipsed by the constant assault of sound and distractions. However, set within the musical pages of **Sat Practice This Month Customer Service**, a charming function of fictional beauty that impulses with fresh emotions, lies an remarkable journey waiting to be embarked upon. Written by way of a virtuoso wordsmith, that mesmerizing opus guides viewers on an emotional odyssey, lightly revealing the latent possible and profound influence stuck within the complex internet of language. Within the heart-wrenching expanse with this evocative examination, we can embark upon an introspective exploration of the book is central themes, dissect their charming writing model, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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