

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

RoseMary Ludt



Sat Practice This Month Customer Service:

Sat Practice This Month Customer Service Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Sat Practice This Month Customer Service**," compiled by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound affect our existence. Throughout this critique, we will delve to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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