

## 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

**K Morrison**



**Sat Practice This Month Customer Service:**

## Reviewing **Sat Practice This Month Customer Service**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is truly astonishing. Within the pages of "**Sat Practice This Month Customer Service**," an enthralling opus penned by a very acclaimed wordsmith, readers embark on an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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