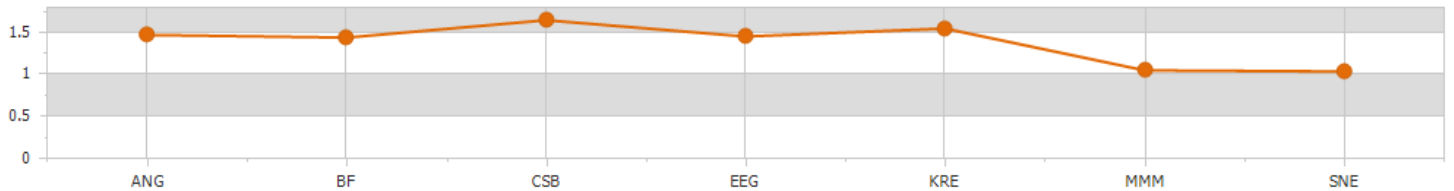


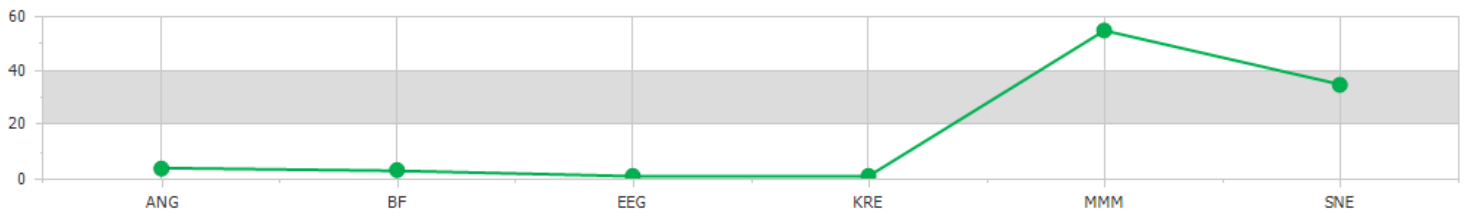
SENTINEL

	Account	Time From Last Activi...	Last Action	Name	Title1	Title2	Initial Call Time	Current A...	Agent	Affinity
	707	2	SM	Demo Account 1500...	DEMO TITLE 1	DEMO TITLE 2	11/14/2024 04:28 PM	0	EEG	Demo Affinity 67
	388	0	Set Delay	MED Demo Account ...	DEMO TITLE 1	DEMO TITLE 2	11/14/2024 04:30 PM	1	*WEBAPI	Med X
	378	3	Comment	MED Demo Account 156...	DEMO TITLE 1	DEMO TITLE 2	11/14/2024 03:38 PM	0	*WEBAPI	Med X
	1364	43	Reverse Save	Demo Account 353665811	DEMO TITLE 1	DEMO TITLE 2	11/14/2024 03:47 PM	0	AAW	Demo Affinity 57
	1171	41	Comment	Demo Account 1304044...	DEMO TITLE 1	DEMO TITLE 2	11/14/2024 03:48 PM	0	KEG	Demo Affinity 66
	1388	36	Reverse Save	Demo Account 1271075...	DEMO TITLE 1	DEMO TITLE 2	11/14/2024 03:54 PM	0	PLR	Demo Affinity 10

Top 10 Call Time



Top 10 Outbound Call Counts



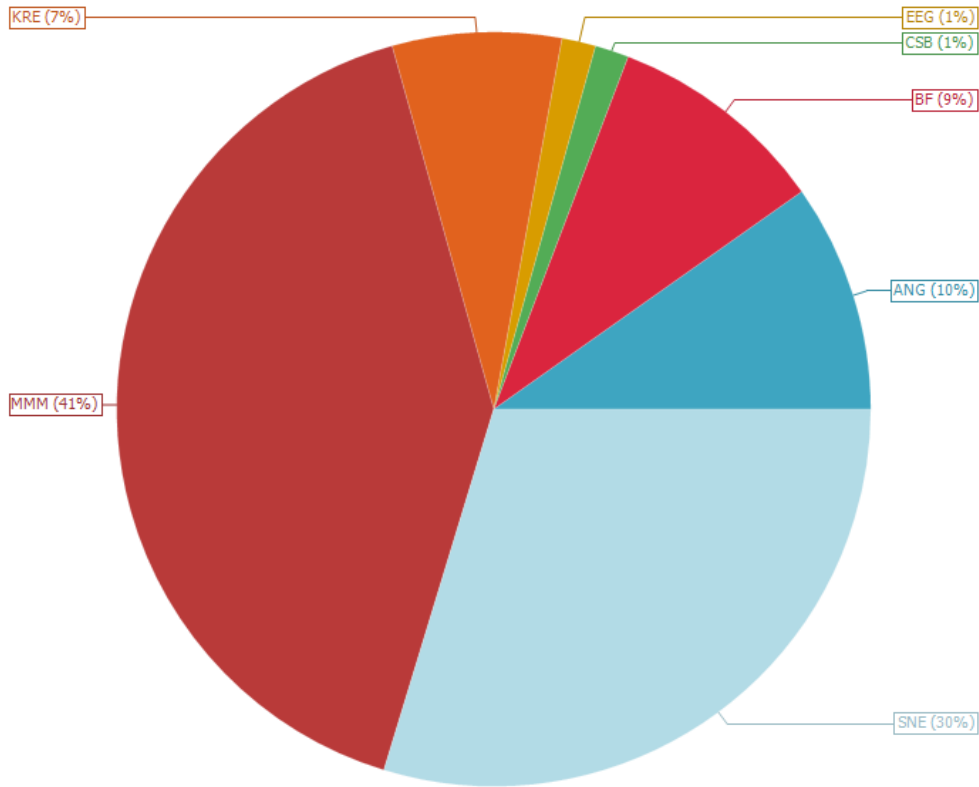
TASLogic.com



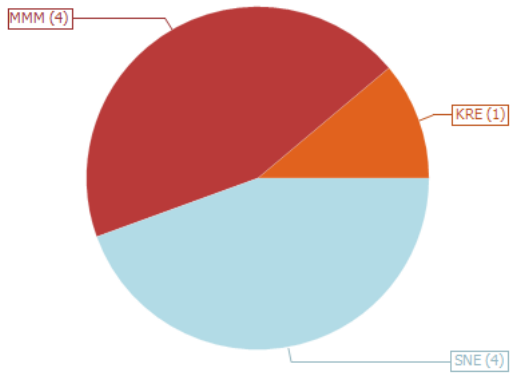
Total Answered: 276

Total Callbacks: 0

Call Percentage (Top 10)

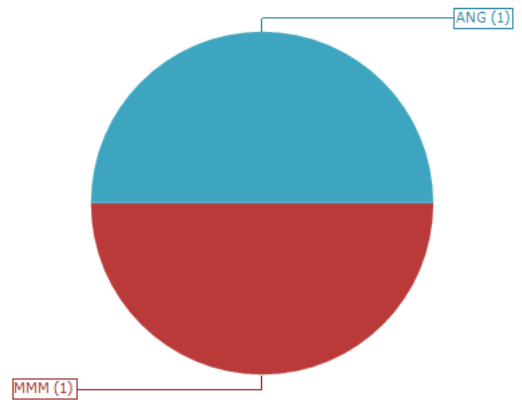


Abandoned Count (Top 10)



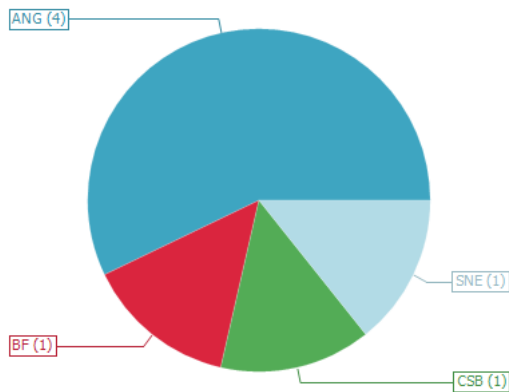
Total Abandoned: 9

Rejected Count (Top 10)



Total Rejected: 2

Ignored Count (Top 10)



Total Ignored: 7



SENTINEL

Shift Report

11/01/2024 02:00 PM

02:00 PM - 10:59 PM

Ignored: 60 (4.58%)
 Rejected: 43 (3.28%)
 Outbound: 317
 Callbacks: 0
 Answered: 1153 (88.08%)

TOTAL CALLS

1,309

Shift Summary

CLIENT

CLIENT CHANGE REQUEST - ADD - Demo Account 1636432402 (1026)

04:21 PM

Created By: **MEGAN** Regarding: **MEGAN (MMM)** Priority: **Normal**

Haley with the office called into the check in line and added a new member to the rotation hes taking this weekend. I added the member and put it in the cmc. I got Heather to check behind me.

SHIFT TASKS

SHIFT TASKS - Demo Account 1005241752 (1150)

10:56 PM

Created By: **MEGAN** Regarding: **MEGAN (MMM)** Priority: **Normal**

consults entered as dispatch no errors to report

Low Rotation:

HEIDI (65.37%)
MEGAN (76.35%)

High Ignore

ELAINA (17.39% - 4/23)
GWEN (15.38% - 4/26)
HEIDI (11.34% - 11/97)

High Reject

MELISSA (10.71% - 9/84)

Low Answer

HEIDI (74.23% - 72/97)
ELAINA (78.26% - 18/23)

Maintenance Time

Low Message to Call Ratio

Top 5 Accounts with multiple agents per call

- 1889 - Demo Account 494428787 : 9
- 1769 - Demo Account 2049277400 : 4
- 1009 - Demo Account 249098078 : 2
- 1440 - Demo Account 116892712 : 2
- 1354 - Demo Account 19904989 : 2