

# VAPM Agent by Date

Incoming Answered

617

Incoming Missed

295

Outgoing Connected

446

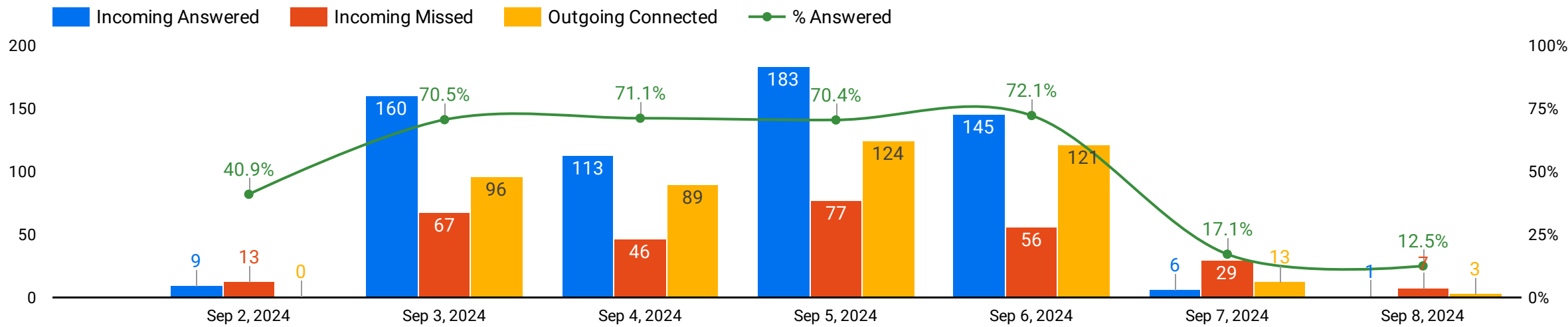
Hours

60.33

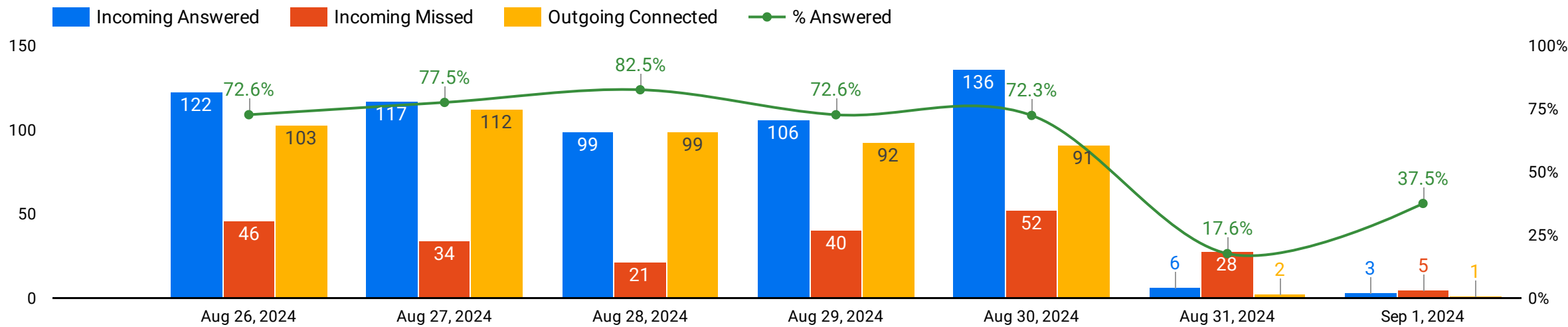
Billed Hours

243.45

## Current Week Trends



## Previous Week Trends

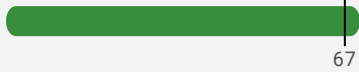


# (1) - VAPM Agent by Date (4 Week)

Incoming Answered

70

104.5%



Incoming Missed

14

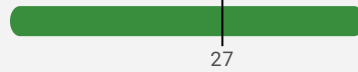
140.0%



Outgoing Connected

45

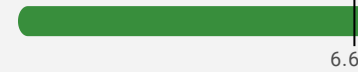
166.7%



Hours

7

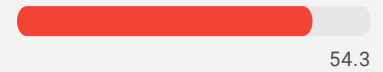
105.2%



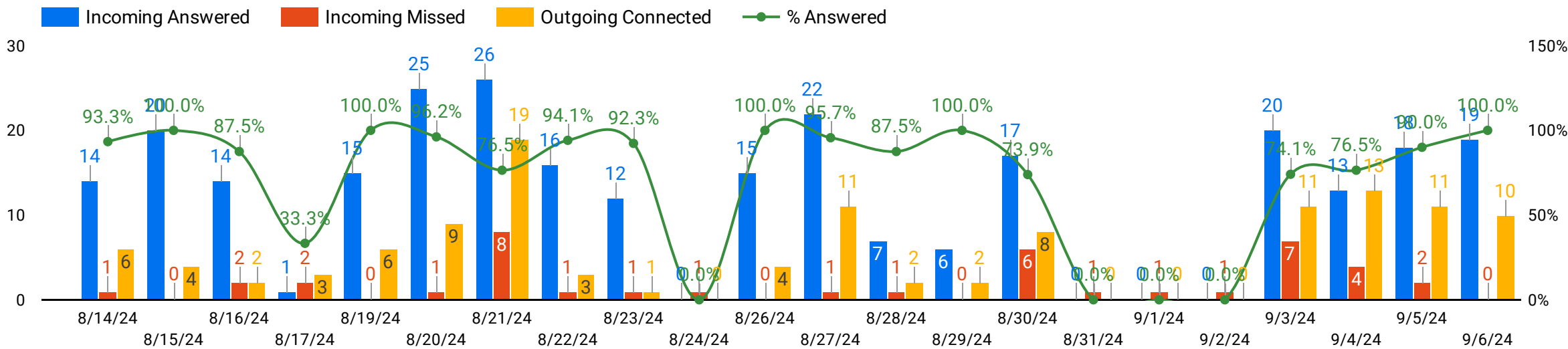
Billed Hours

45.33

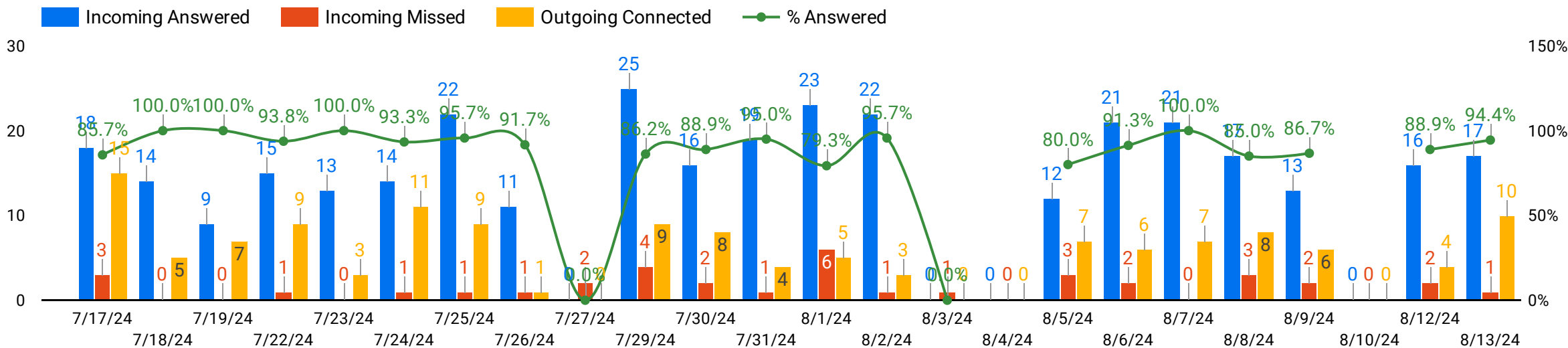
83.5%



## Last 4 Week Trends



## Trailing 4 Weeks Trends



# VAPM Agent by Week

Incoming Answered

2,063

Incoming Missed

887

Outgoing Connected

1,477

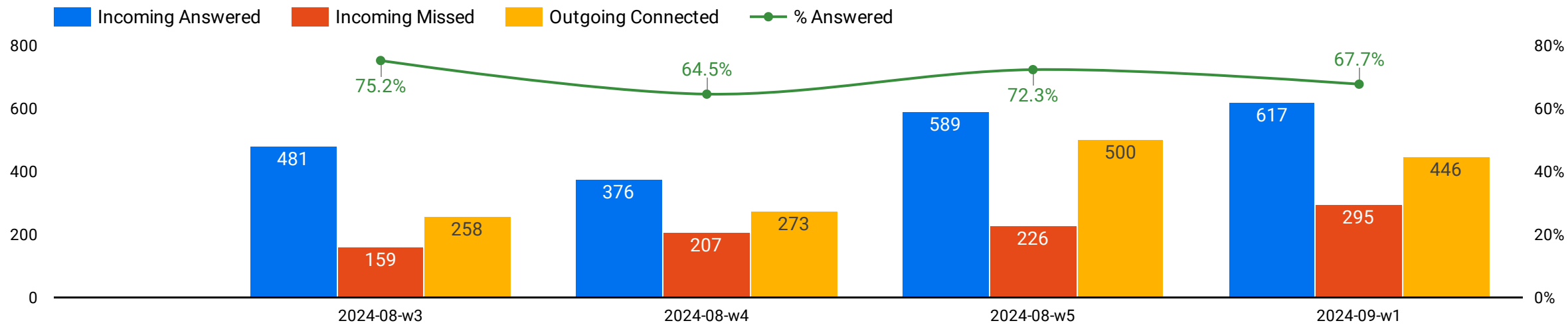
Hours

191.53

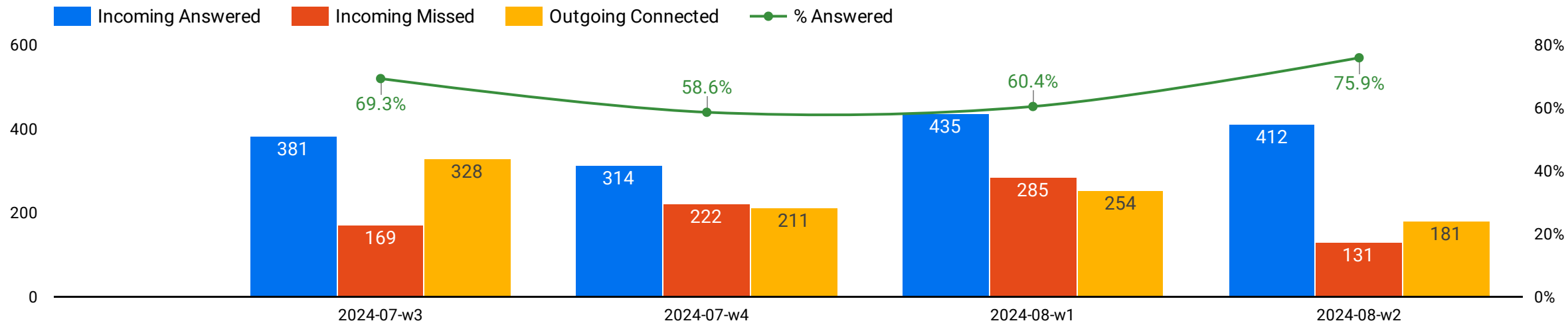
Billed Hours

911.94

## Last 4 Week Trends



## Trailing 4 Weeks Trends



# (1) VAPM Agent by Week (4 Weeks)

Incoming Answered

313

Incoming Missed

44

Outgoing Connected

139

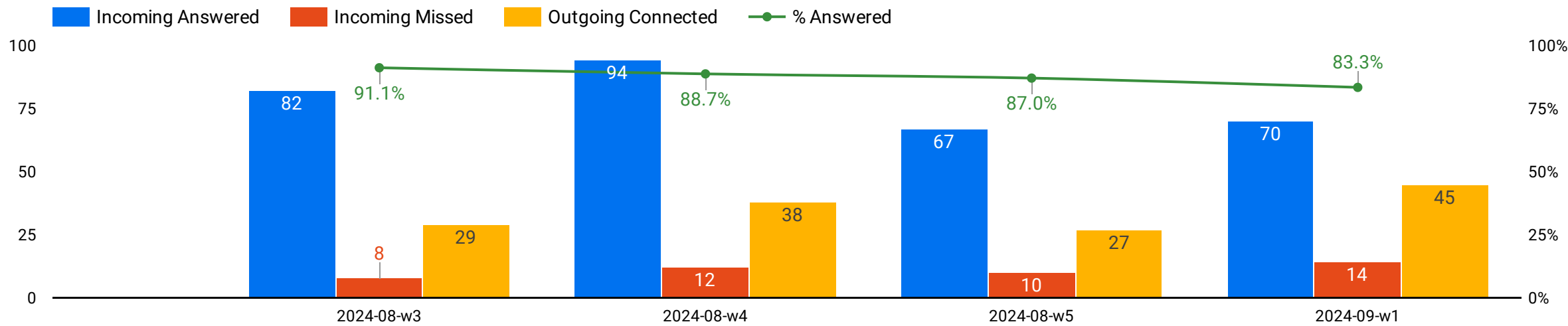
Hours

27.68

Billed Hours

201.32

## Last 4 Week Trends



## Trailing 4 Weeks Trends

