Total Contacts for Support (By Type)

- Calls Answered
- E-Mail Replies
- Chats
- Request Items

Average Contacts/Agent/Hour

- January: 3.88
- February: 3.44
- March: 2.81
- April: 3.10
- May: 2.69
- June: 2.80
- July: 4.19
- August: 5.35
- September: 4.79
- October: 3.87
- November: 4.72
- December: 4.25