

Opened (All)

Count of Number	Column Labels		
Row Labels	Re-assign	FCR	Grand Total
Andy Phan	22	12	34
Byron Bilney	6	1	7
Cameron Horn	30	66	96
Fred Shea	80	146	226
George Knight	42	82	124
Gilbert Noble	11	35	46
Liam Bryan	19	51	70
Raegan Munro	113	181	294
Riley Thomas	2	17	19
Ruey Lim	5	25	30
Zahra Gholami	11	10	21
Zoe O'Brien	57	146	203
Ryan Bell	3		3
Shane Kmet	31	73	104
Pruthvish Patel	4	12	16
Matthew Lever	1	2	3
Clair Neate	1	6	7
Grand Total	438	865	1303

Agent	FCR Percentage
Andy Phan	35%
Byron Bilney	14%
Cameron Horn	69%
Fred Shea	65%
George Knight	66%
Gilbert Noble	76%
Liam Bryan	73%
Raegan Munro	62%
Riley Thomas	89%
Ruey Lim	83%
Zahra Gholami	48%
Zoe O'Brien	72%
Ryan Bell	0%
Shane Kmet	70%
Pruthvish Patel	75%
Matthew Lever	67%
Clair Neate	86%
Grand Total	66%