Figure 1a. Hypothetical performance curves

- Early burn-out performance curve
- Traditional S-shape performance curve
- U-shape performance curve

Time on the job
Figure 1b. Hypothetical performance improvement trajectory for a given employee

- LOW Performance
- HIGH Performance
- $Y_0$ (Initial level of performance)
- $Y^*$ (Target or potential level of performance)

Time on the job
Figure 1c. Three different rates of performance improvement for three subsets of employees.
Figure 2. Error bar for average handle time over time on the job

Notes:  
(a) For all employees (without correcting for turnover).
(b) Higher average handle-time (in seconds) means lower productivity.
Figure 3. Average handle time over time on the job by application source

Notes: (a) For all employees (without correcting for turnover).