

Figure 1a. Hypothetical performance curves

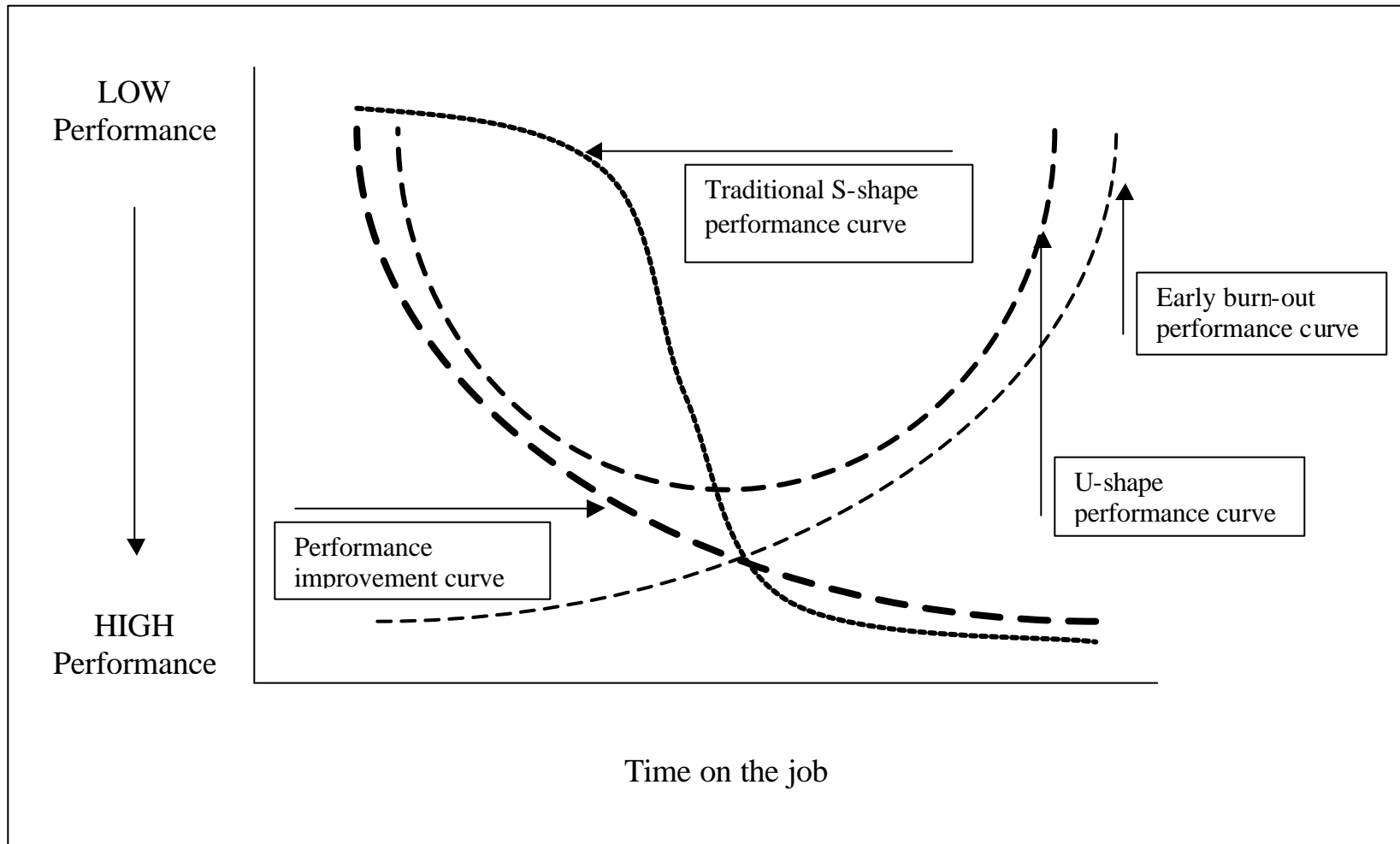


Figure 1b. Hypothetical performance improvement trajectory for a given employee

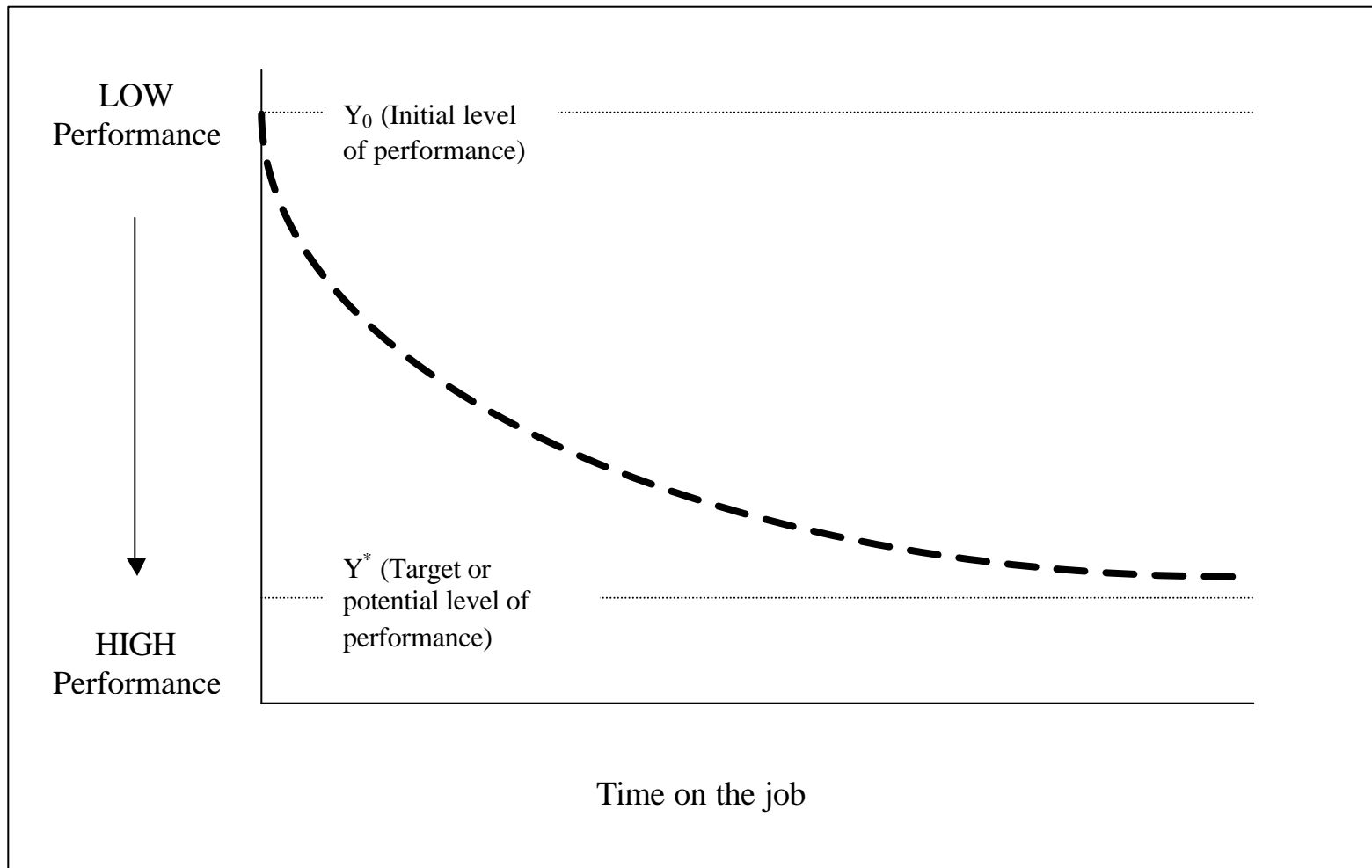


Figure 1c. Three different rates of performance improvement for three subsets of employees

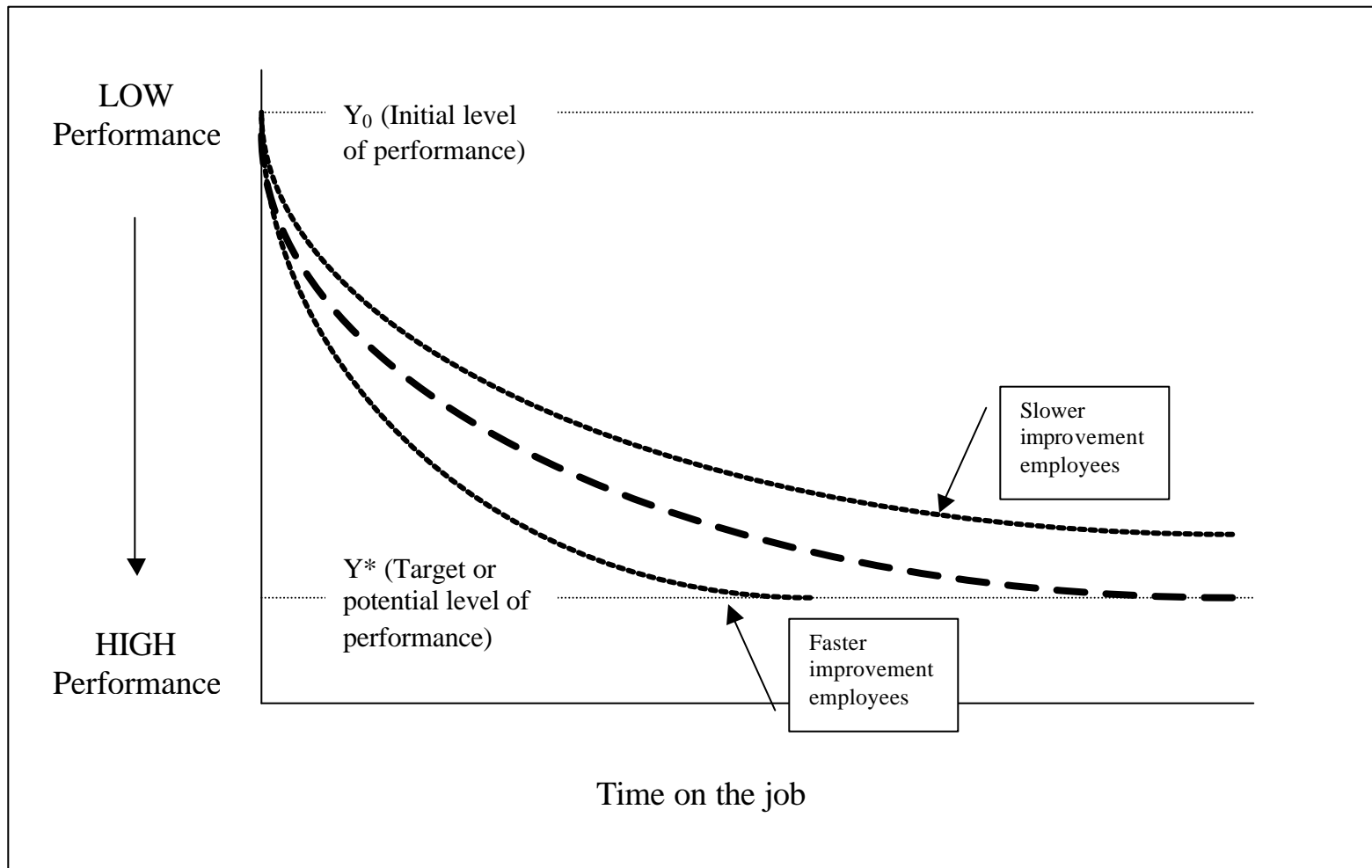
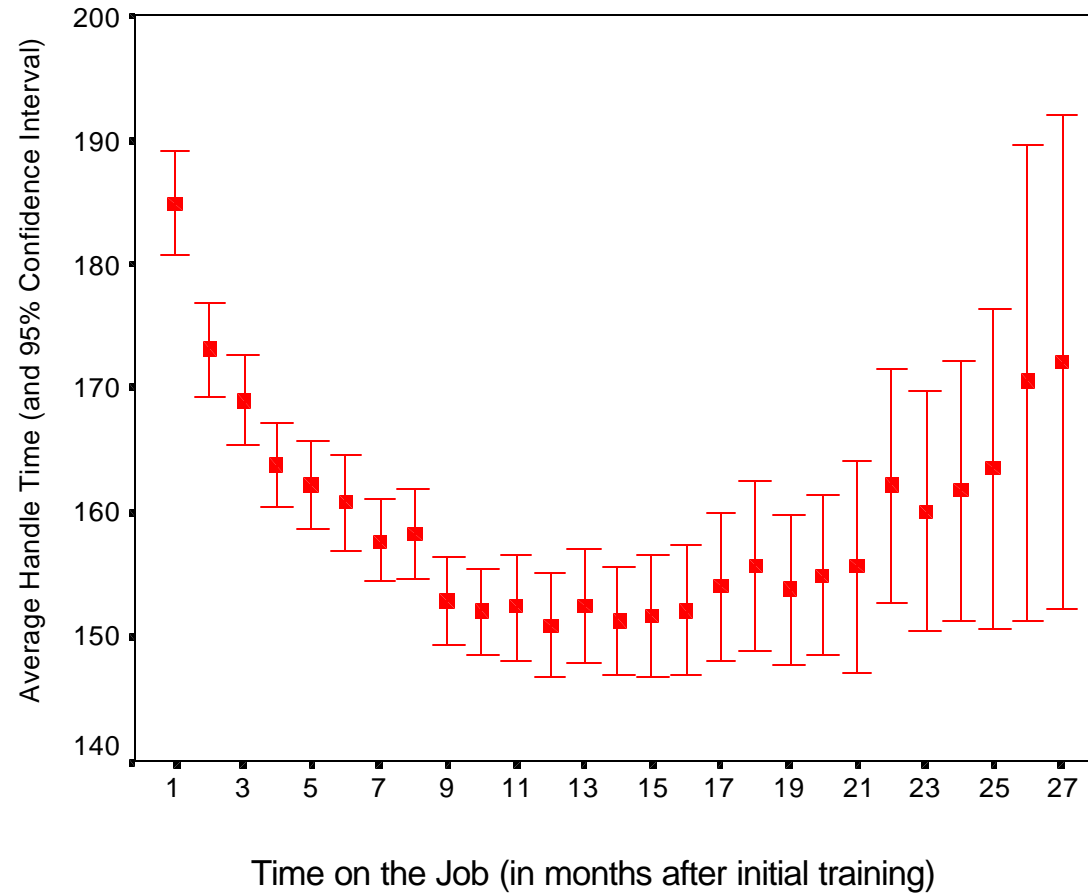
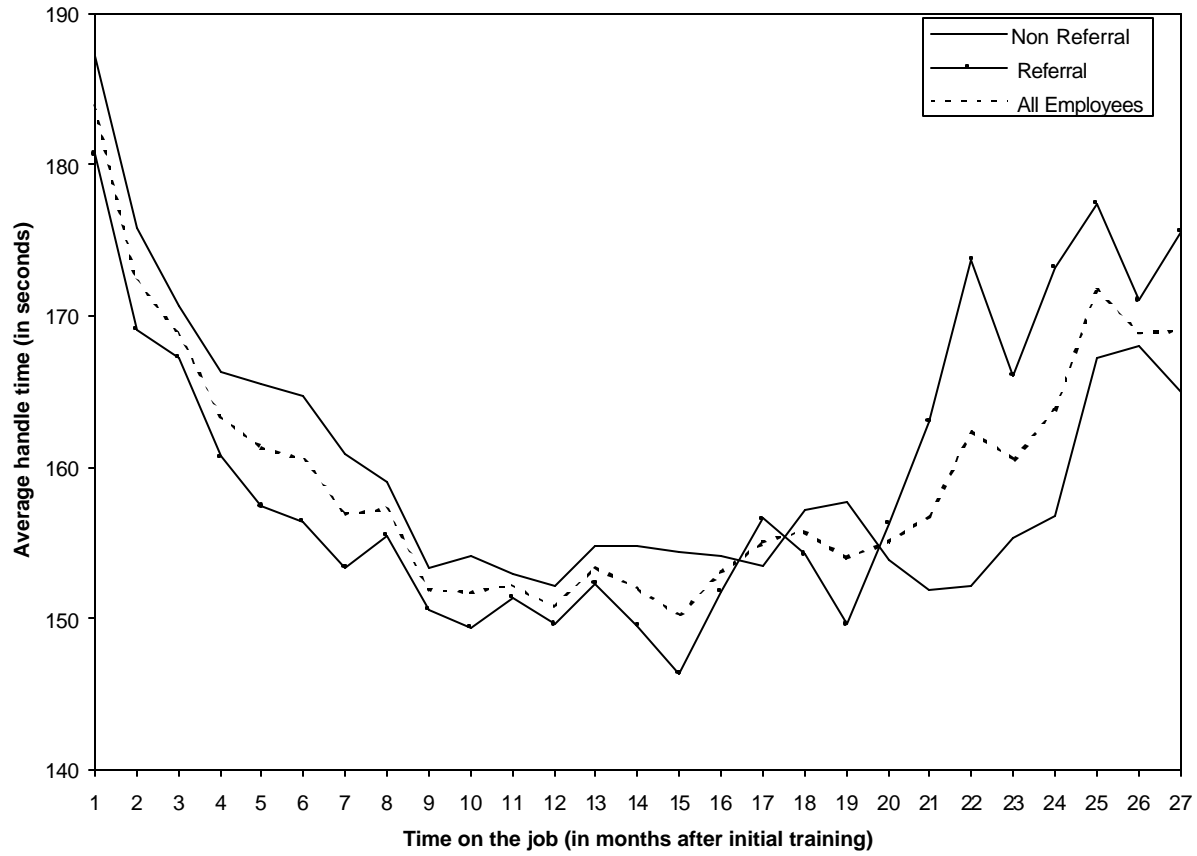


Figure 2. Error bar for average handle time over time on the job



- 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).

