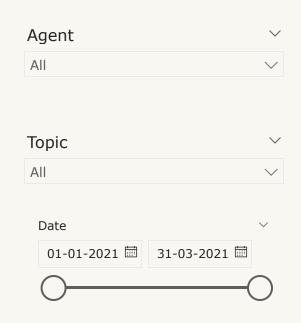
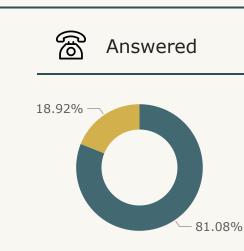
Call Center





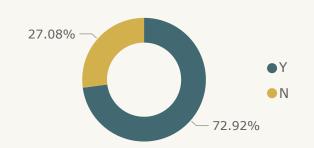
Answered ●N ●Y



Resolved



Average Speed of Answer (Sec)



67.52



Y

 \bullet N

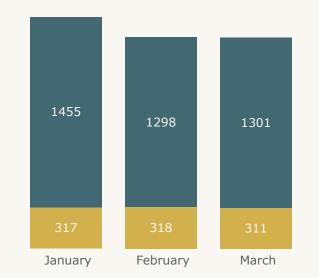


Agent Statistics



Average Satisfaction Rating





| Agent | Answered | Resolved (Y) | Avg Satisfaction Rating | Avg SOA (In Sec) |
|---------|----------|--------------|-------------------------|------------------|
| Becky | 517 | 462 | 3.37 | 65.33 |
| Dan | 523 | 471 | 3.45 | 67.28 |
| Diane | 501 | 452 | 3.41 | 66.27 |
| Greg | 502 | 455 | 3.40 | 68.44 |
| Jim | 536 | 485 | 3.39 | 66.34 |
| Joe | 484 | 436 | 3.33 | 70.99 |
| Martha | 514 | 461 | 3.47 | 69.49 |
| Stewart | 477 | 424 | 3.40 | 66.18 |



Total Calls

5000



Answered

4054



Resolved

3646



Topic

5

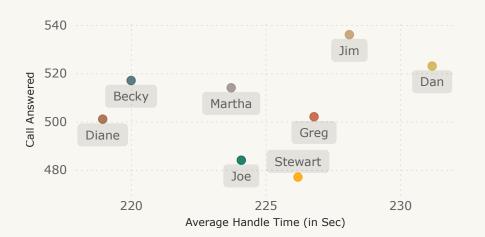


Agents

8



Agents Performance





Call Analysis By Day

