

Analysis Call Center Trend

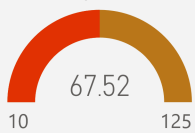
1/1/2021

3/31/2021

Topic

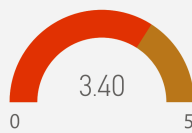
All

Average Answer Speed

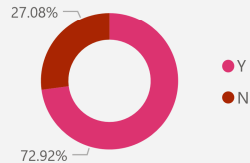
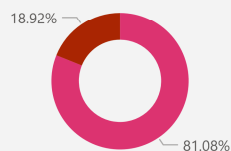


Calls Answered

Average Satisfaction

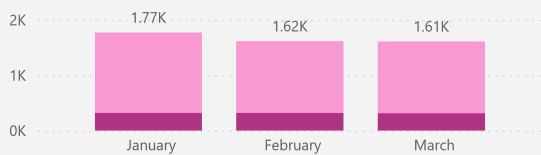


Calls Resolved

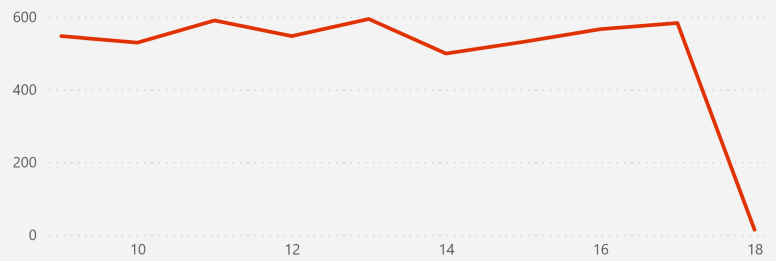


Calls per Month

Answered ● N ● Y



Total Call During Operation Hours



Agent Statistics

Agent	CountYes	ResolvedYes	Average of Satisfaction rating	Average of Speed of answer in secs
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