

Call Center

Agent

All

Topic

All

Date

01-01-2021



31-03-2021

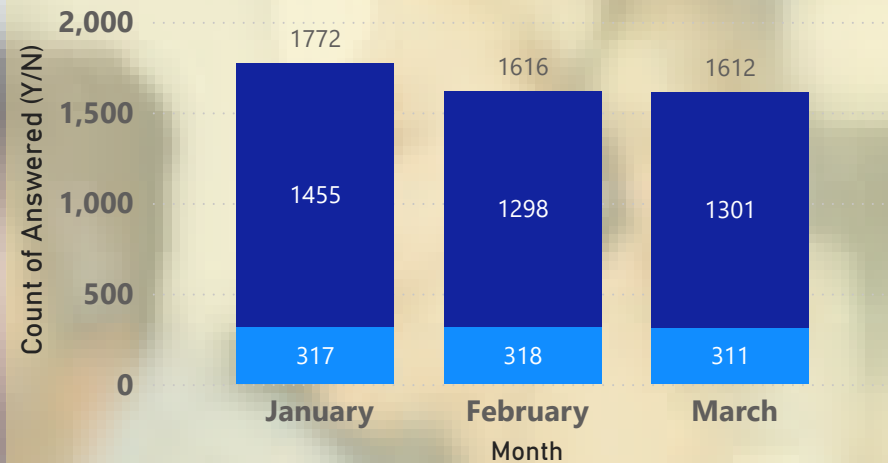


Average Speed
Of Answer

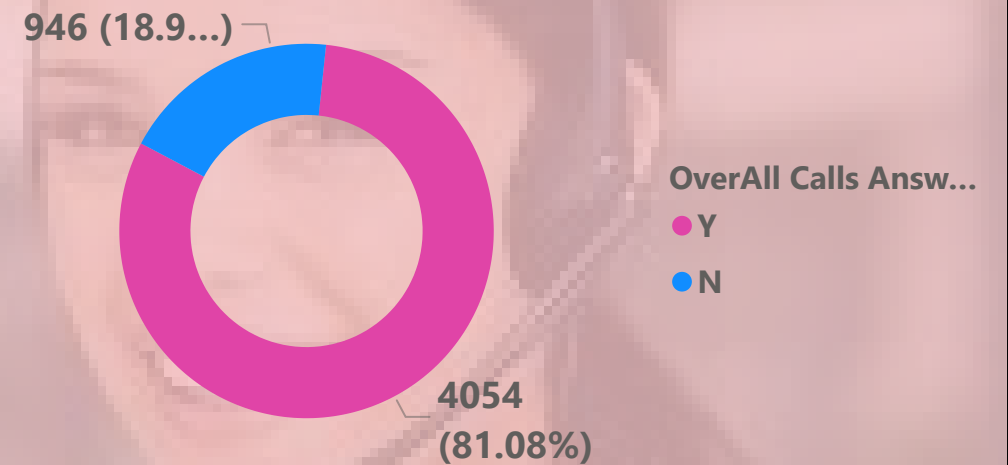
67.52

Number of Calls per Month

Answered (Y/N) ● N ● Y



Overall Calls (Answered/Abandoned)



OverAll Customers Satisfaction



Agent	Average of Satisfaction rating	Average of Speed of answer in seconds	Count of Answered (Y/N)
Becky	3.37	65.33	631
Dan	3.45	67.28	633
Diane	3.41	66.27	633
Greg	3.40	68.44	624
Jim	3.39	66.34	666
Joe	3.33	70.99	593
Total	3.40	67.52	5000