

ORGANIZATION OPTICONNECT SOLUTION

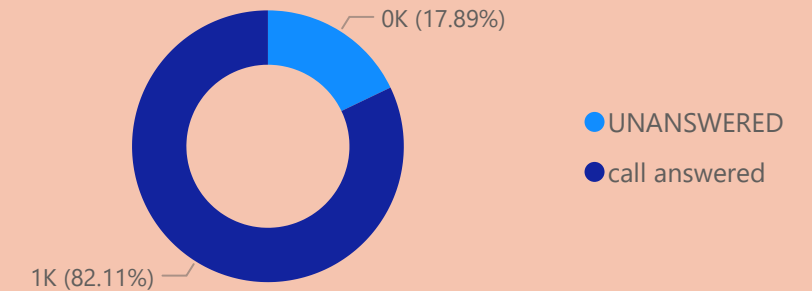
total calls

1772

average speed of
answer

67.22

*ANSWERED AND
UNANSWERED CALL*



*TOTAL CALL
ANSWERED*

1455

ABANDON RATE

0.18

Average of Satisfaction



Agent	total calls	call answered	Average of Speed of Answer▲	RESOLVE(Y)
Diane	222	185	63.94	168
Becky	216	177	64.35	154
Stewart	230	186	66.24	163
Jim	228	187	66.66	173
Dan	227	190	66.95	177
Greg	208	173	67.20	155
Joe	221	186	71.16	169
Martha	220	171	71.46	152
Total	1772	1455	67.22	1311

DEAPRTMENT

Select all

Air Conditioner

Fridge

Television

Toaster

Washing Machine



AVERAGE CALL IN
MINUTES

3.25

CALL LESS THAN
180 SECOND

880

% PERCENTAGE OF
CALL LESS THAN
180 SECOND

49.66

SATISFACTION RATING
LESS THAN EQUAL TO 3

724

Agent

- ☐ Select all
- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart