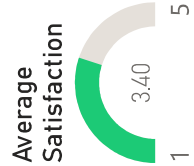
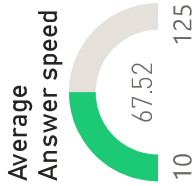
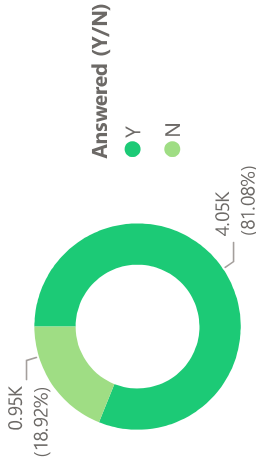




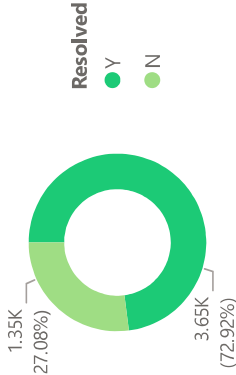
Call Center Trend Analysis



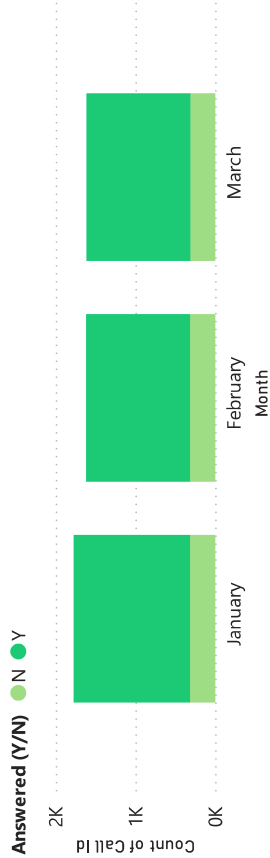
Calls Answered



Calls Resolved



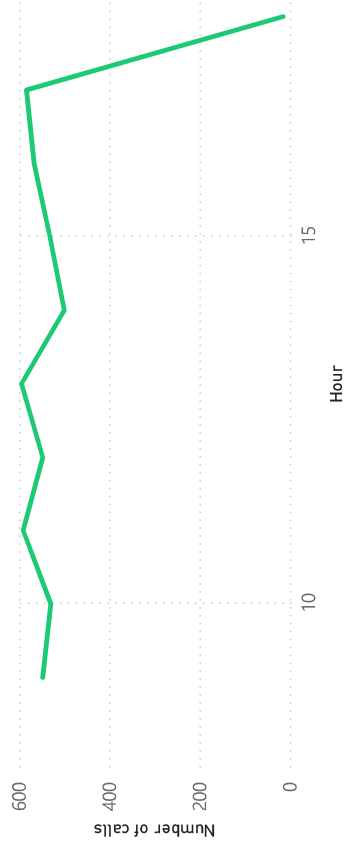
Calls per month



Date

Topic

Total calls for particular hour



Agent Statistics

| Agent | CountYes | CountNo | Resolved_Ye | Count of AvgTalkDuration_second |
|--------------|-------------|------------|-------------|---------------------------------|
| Jim | 536 | 130 | 485 | 536 |
| Dan | 523 | 110 | 471 | 523 |
| Becky | 517 | 114 | 462 | 517 |
| Martha | 514 | 124 | 461 | 514 |
| Greg | 502 | 122 | 455 | 502 |
| Diane | 501 | 132 | 452 | 501 |
| Joe | 484 | 109 | 436 | 484 |
| Stewart | 477 | 105 | 424 | 477 |
| Total | 4054 | 946 | 3646 | 4054 |