

Call Center Trends

Agent

All

Topic

All

Date

01-01-2021

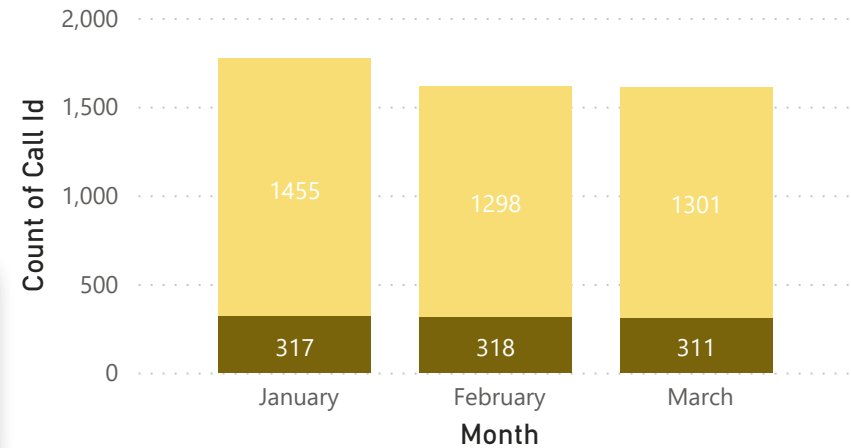


31-03-2021



Number of call per month

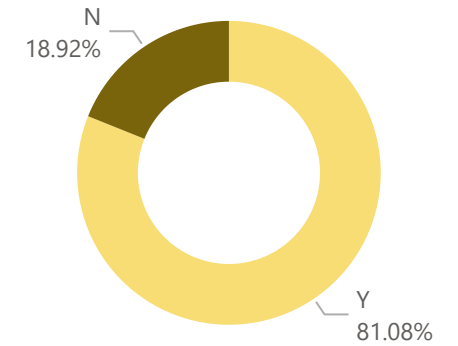
Answered (Y/N) ● N ● Y



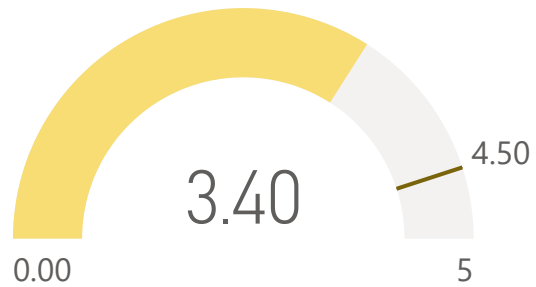
Average speed of answer

67.52

Answered



Average Satisfaction



Agent Statistics

Agent	# of answered	# of resolved	Average of Satisfaction rating	Average of Speed of answer in secon
Becky	517	462	3.37	65.
Dan	523	471	3.45	67.
Diane	501	452	3.41	66.
Greg	502	455	3.40	68.
Jim	536	485	3.39	66.
Joe	484	436	3.33	70.
Martha	514	461	3.47	69.
Stewart	477	424	3.40	66.
Total	4054	3646	3.40	67.

Count of Resolved by Resolved

