

key performance indicators (KPIs) and metrics

Agent

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

Topic

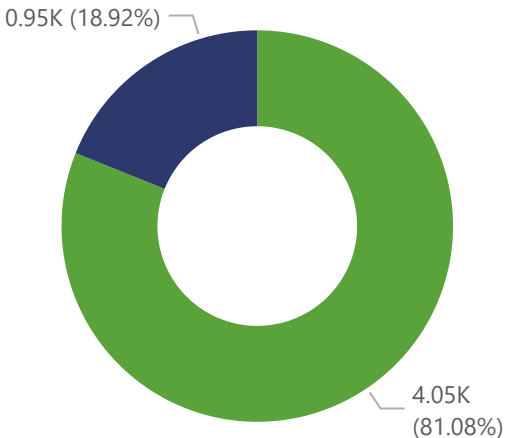
All

Date

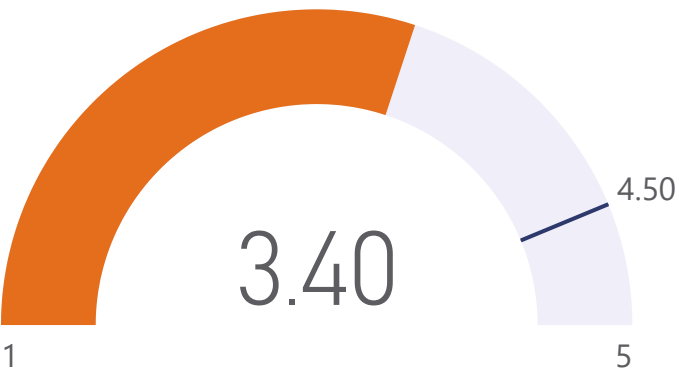
01-01-2021

31-03-2021

Call Answered(Y/N)

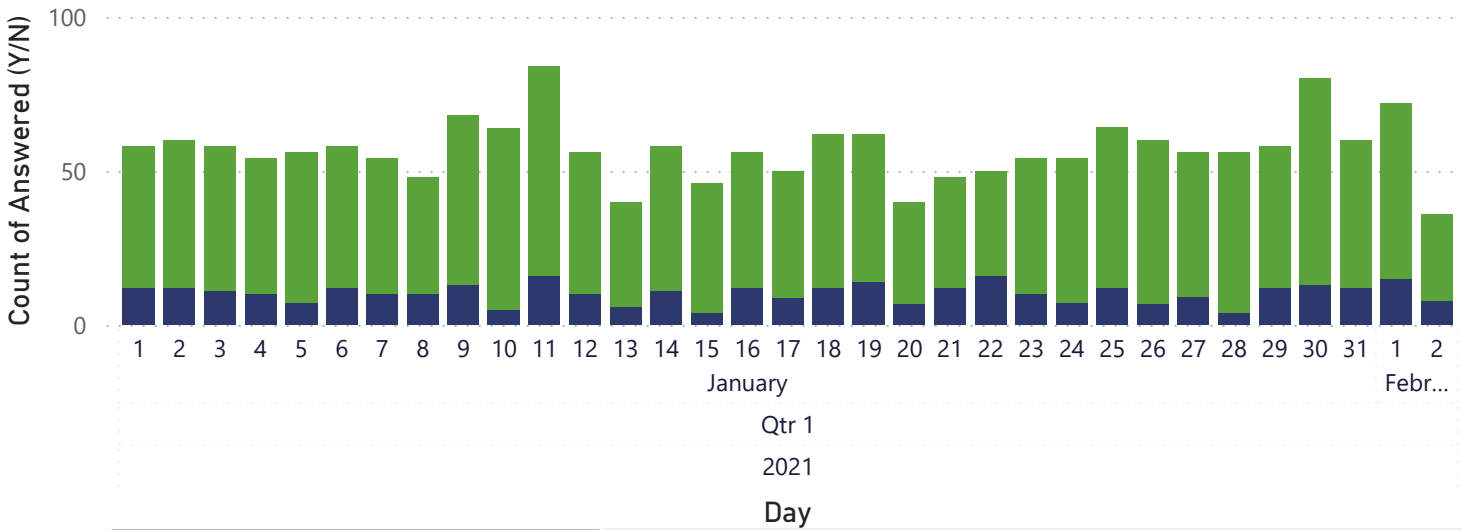


Average customer satisfaction



Count of Calls Answered Per Day

Answered (Y/N) ● N ● Y



Agent's performance quadrant

Agent	Average time of Answer in mints	Call answered	Call NOT answered	Count of Relsoved	Count of Not Resolved
Becky	1.09	517	114	462	169
Dan	1.12	523	110	471	162
Diane	1.10	501	132	452	181
Greg	1.14	502	122	455	169
Jim	1.11	536	130	485	181
Joe	1.18	484	109	436	157
Martha	1.16	514	124	461	177
Stewart	1.10	477	105	424	158
Total	1.13	4054	946	3646	1354