



PhoneNow Call Center

14K

Sum of Satisfaction rat...

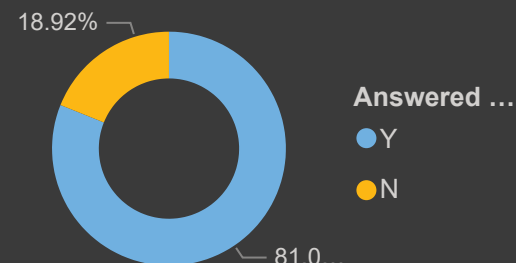
67.52

Average of Speed of answer i...

Average Satisfaction Rating



Answered



Agent

All

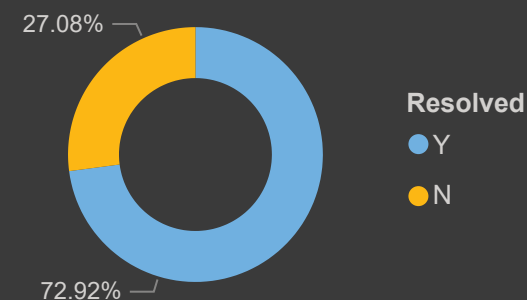
Topic

All

Agent Statistics

Agent	Answered(Y)	Resolved(Y)	Average of Satisfaction rating	Average of SOA in secs
Martha	514	461	3.47	69.49
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Stewart	477	424	3.40	66.18
Jim	536	485	3.39	66.34
Becky	517	462	3.37	65.33
Joe	484	436	3.33	70.99
Total	4054	3646	3.40	67.52

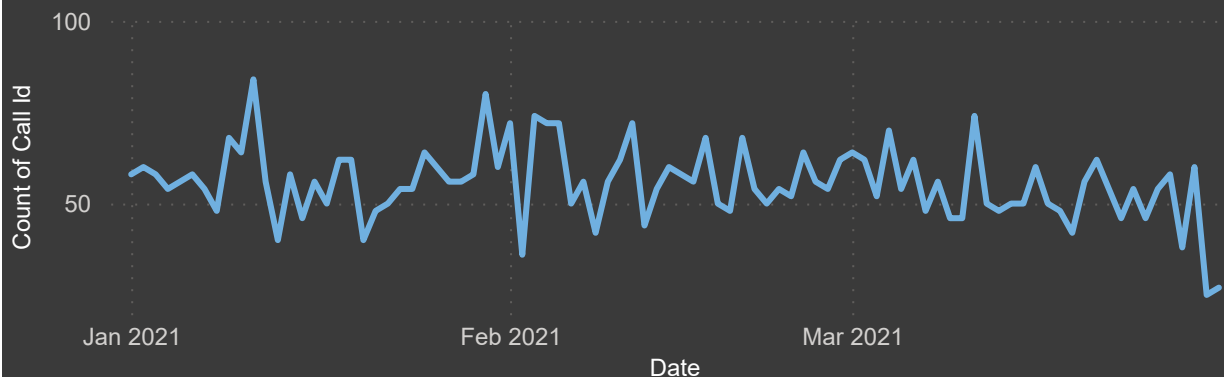
Resolved



1/1/2021

3/31/2021

Call Id by Date



Number of calls per month

Answered ● N ● Y

