



Call Center



Date

01-01-2021

31-03-2021



Topics

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support



Agents

Becky

Diane

Jim

Martha

Dan

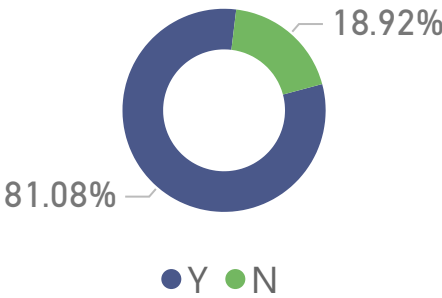
Greg

Joe

Stewart



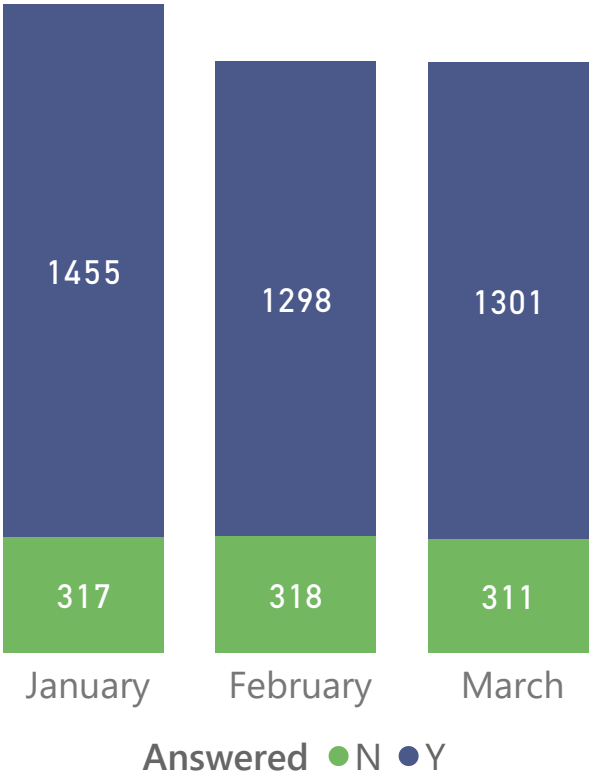
Calls Answered



Avg Satisfaction Rating



Calls per Month

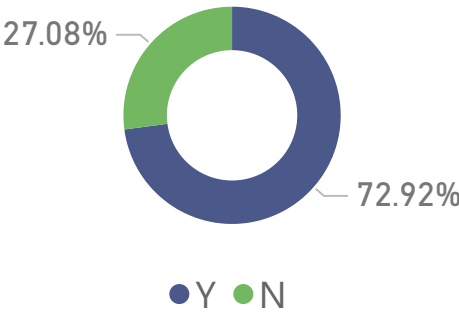


Agents' Statistics

Agent	Answered (Y)	Resolved (Y)	Avg Satisfaction Rating	Avg Answer Speed
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18



Query Resolved



Avg Speed of Answer

67.52