

Call Center



TotalAnsweredCalls

4K

AvgTalkDur

1.00

CallsByHour

5K

AgentPerformance

1

Topic

All

TotalCalls

5K

AnswerRate

0.81

Date

01-01-2021

31-03-2021

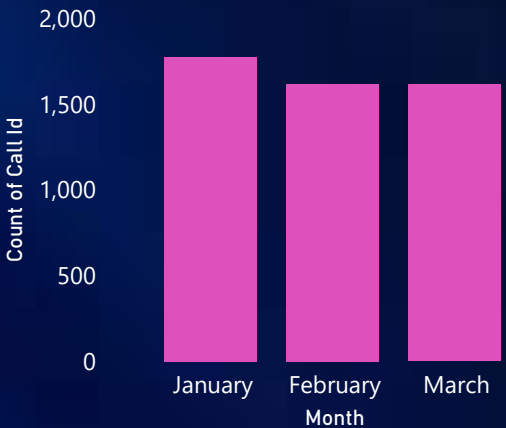
Agent

All

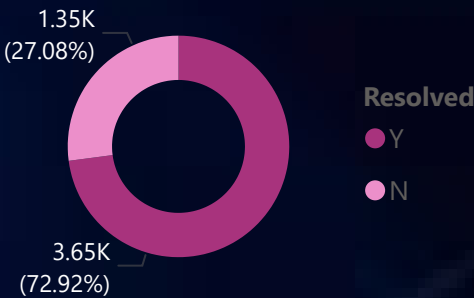
Average of Satisfaction rating



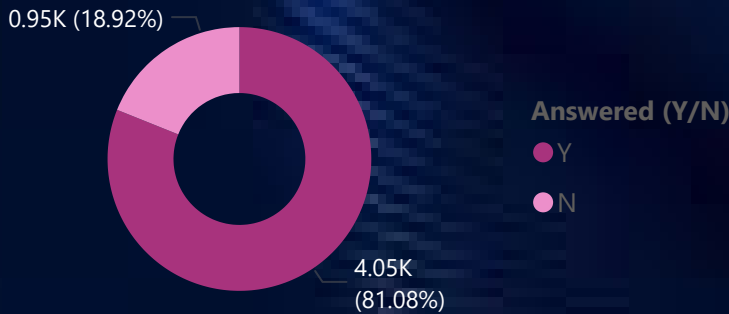
Count of Call Id by Month



Count of Resolved by Resolved



Count of Answered (Y/N) by Answered (Y/N)



Agent	Average of Speed of answer in seconds	Count of Answered (Y/N)	Average of Satisfaction rating	Count of Resolved
Joe	70.99	593	3.33	2
Martha	69.49	638	3.47	2
Greg	68.44	624	3.40	2
Dan	67.28	633	3.45	2
Jim	66.34	666	3.39	2
Diane	66.27	633	3.41	2
Stewart	66.18	582	3.40	2