

Call Center Trend

Agent

All

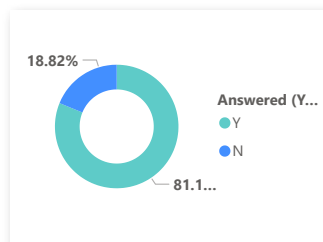
Resolved

All

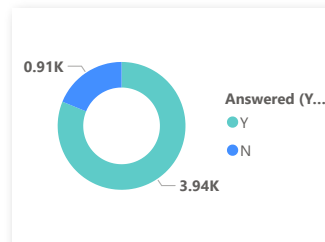
DATE

1/1/2021 3/27/2021

Answered



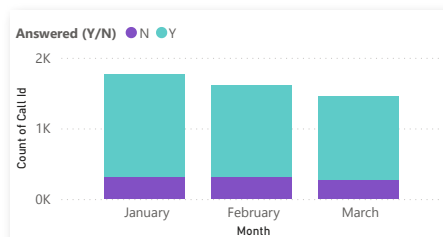
Resolved



Average Speed of answer

67.50

Number of calls per month



Agent statistics

Agent	Answered	Resolved	Avg. Satisfaction Rating	Avg. Answer In Sec
Becky	612	612	3.37	65.14
Dan	614	614	3.44	67.23
Diane	614	614	3.40	65.81
Greg	609	609	3.41	68.53
Jim	644	644	3.40	66.24
Joe	571	571	3.34	71.44
Martha	623	623	3.46	69.17
Stewart	563	563	3.43	66.66

Satisfaction Rating

