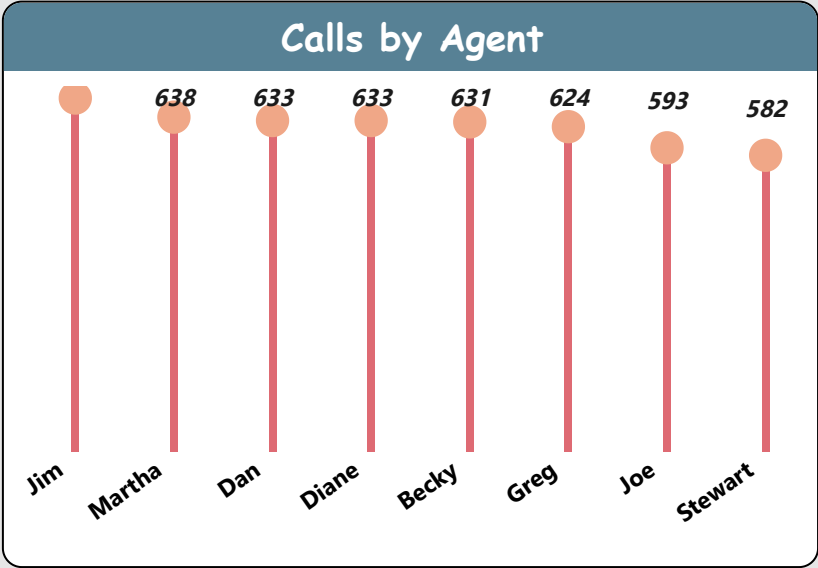
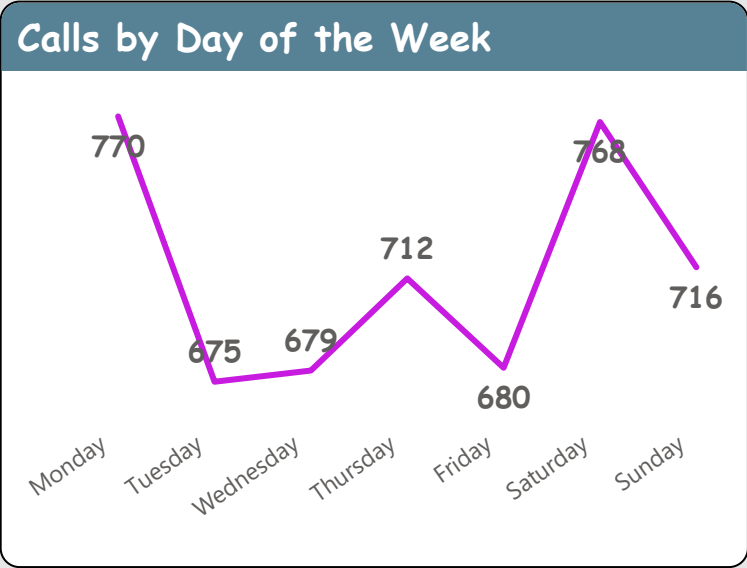
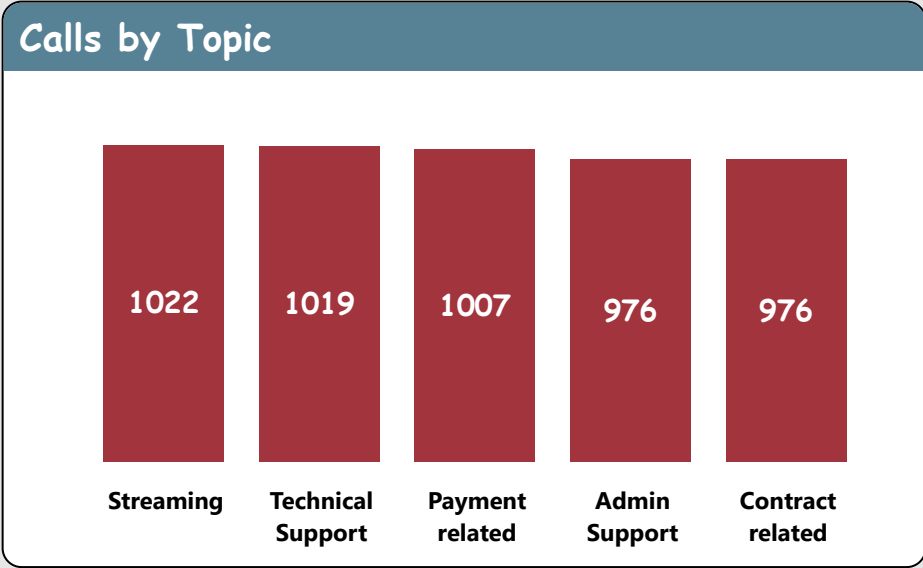
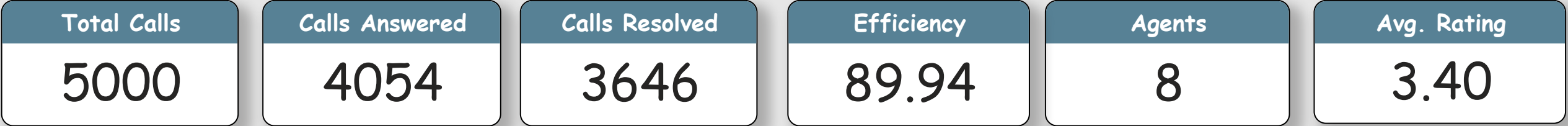


Call Center Trends

Month

All



Agent Statistics

Agent	Call Answered	Call Resolved	Efficiency	Avg Answer Speed	Average of Satisfaction rating	Ranking
Greg	502	455	90.64	68.44	3.40	1
Jim	536	485	90.49	66.34	3.39	2
Diane	501	452	90.22	66.27	3.41	3
Joe	484	436	90.08	70.99	3.33	4
Dan	523	471	90.06	67.28	3.45	5
Martha	514	461	89.69	69.49	3.47	6
Becky	517	462	89.36	65.33	3.37	7
Stewart	477	424	88.89	66.18	3.40	8
Total	4054	3646	89.94	67.52	3.40	6

