



Call Centre Trends



Agent

All

Topic

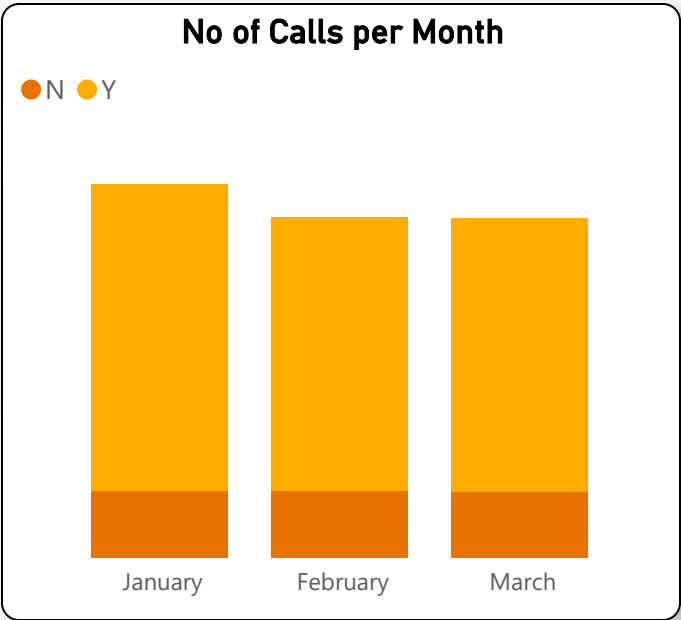
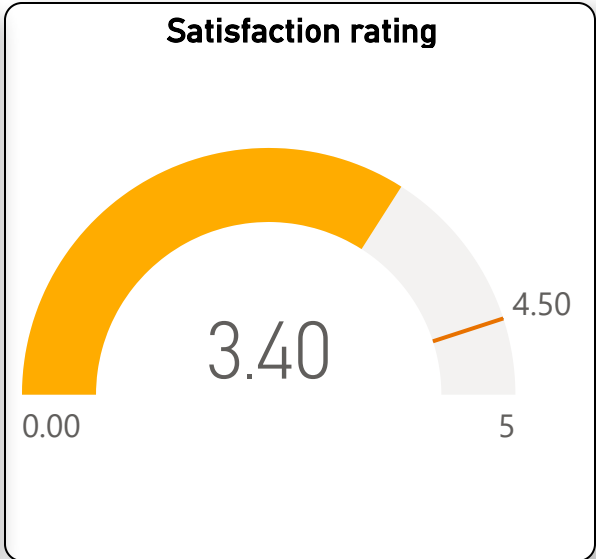
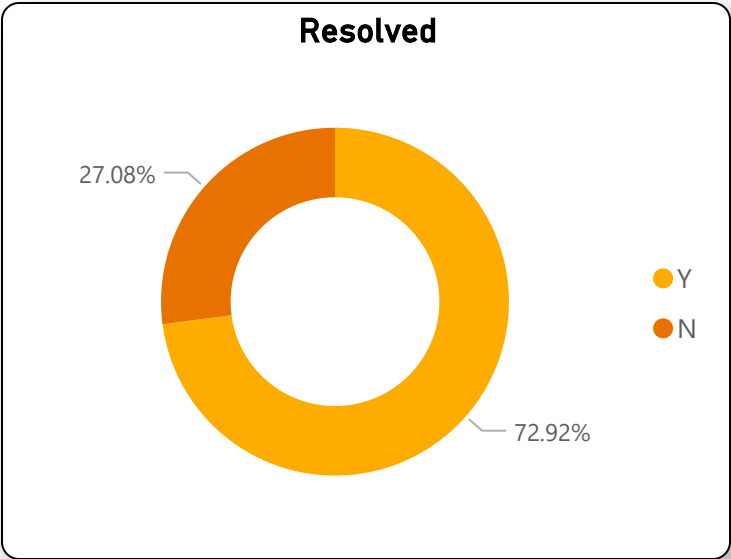
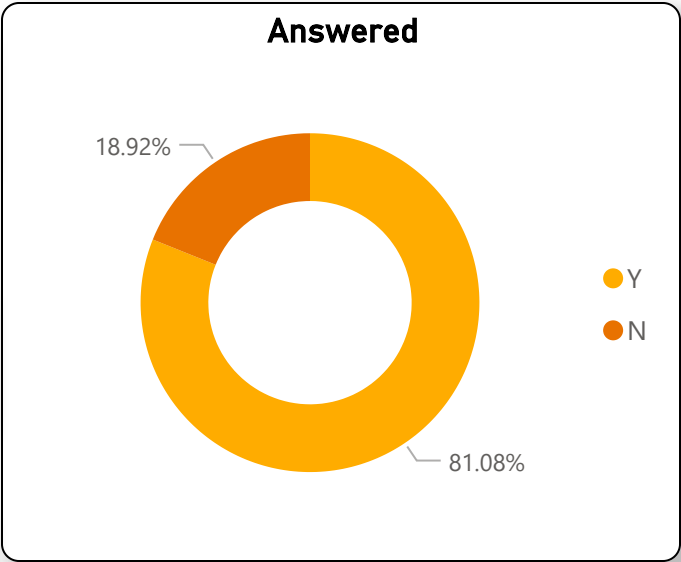
All

01-01-2021

31-03-2021

Avg.Speed of Answers

67.52



Agent Satisfaction				
Agent	count of Answered	Count of Resolved	Average of Satisfaction rating	Average of Speed of answer in seconds
Stewart	477	424	3.40	66.1
Joe	484	436	3.33	70.9
Diane	501	452	3.41	66.2
Greg	502	455	3.40	68.4
Martha	514	461	3.47	69.4
Becky	517	462	3.37	65.3
Dan	523	471	3.45	67.2
Jim	536	485	3.39	66.3