

Agent

All

Topic

All

Date

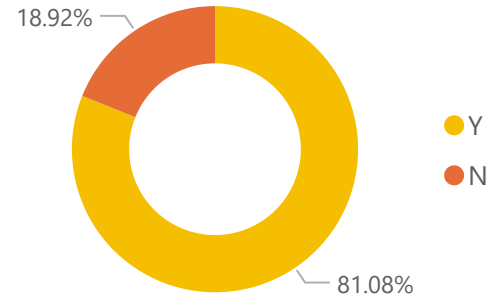
01-01-2021

31-03-2021

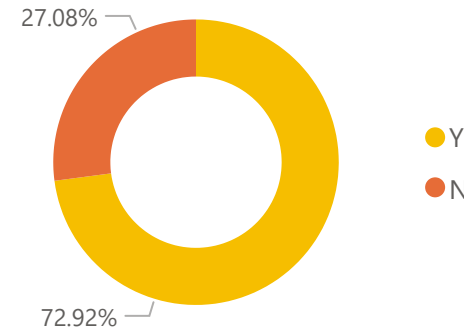
Average Satisfaction

3.40

Answered



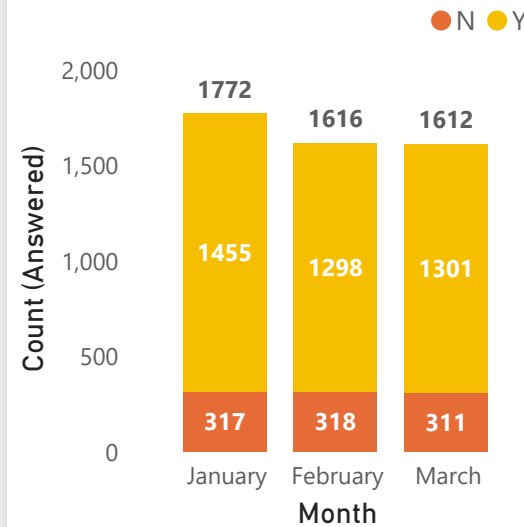
Resolved



Average Answer Speed

67.52

Number of Calls per Month



Agent Statistics

Agent	Count(Answered)	Count(Resolved)	Avg(Satisfaction Score)	Avg(Answer Speed)
Stewart	582	582	3.40	66.18
Martha	638	638	3.47	69.49
Joe	593	593	3.33	70.99
Jim	666	666	3.39	66.34
Greg	624	624	3.40	68.44
Diane	633	633	3.41	66.27
Dan	633	633	3.45	67.28
Becky	631	631	3.37	65.33
<b>Total</b>	<b>5000</b>	<b>5000</b>	<b>3.40</b>	<b>67.52</b>