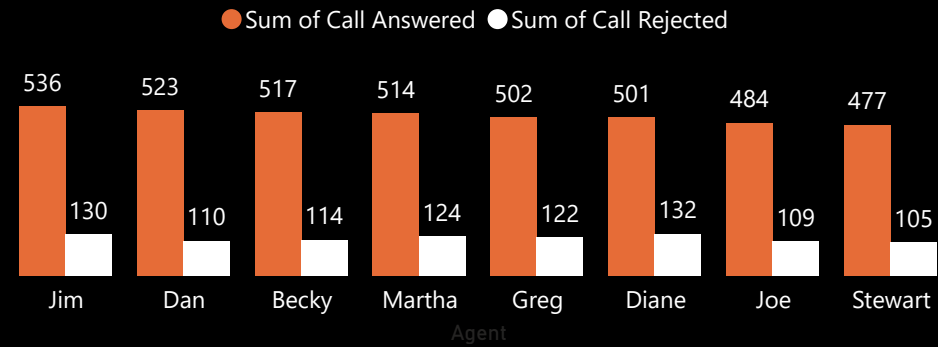


# CALL CENTER RECORD PERFORMANCE

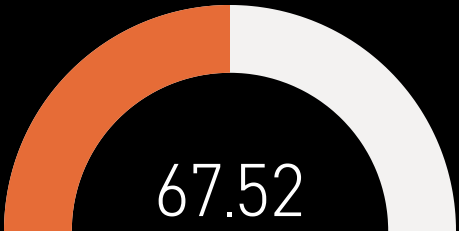


Call Answered and Call Rejected by Agent

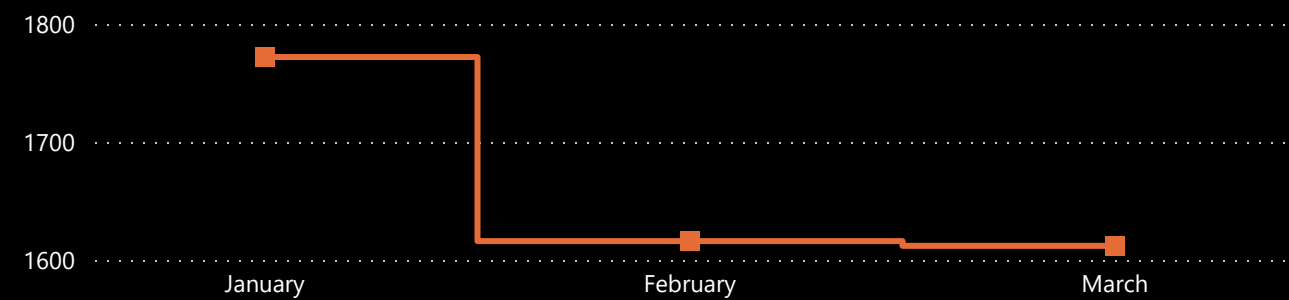


Agent	Total calls
Becky	631
Dan	633
Diane	633
Greg	624
Jim	666
Joe	593
Martha	638
Stewart	582

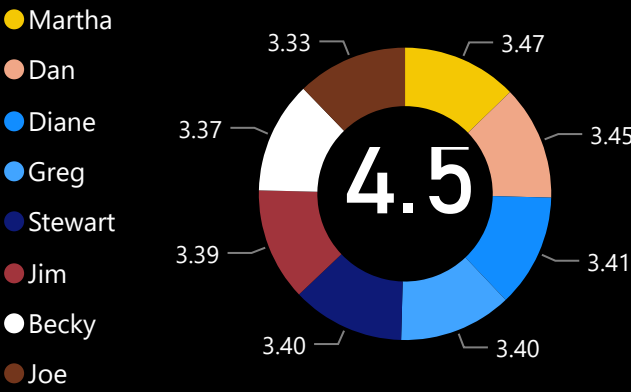
Average of Speed of answer in seconds



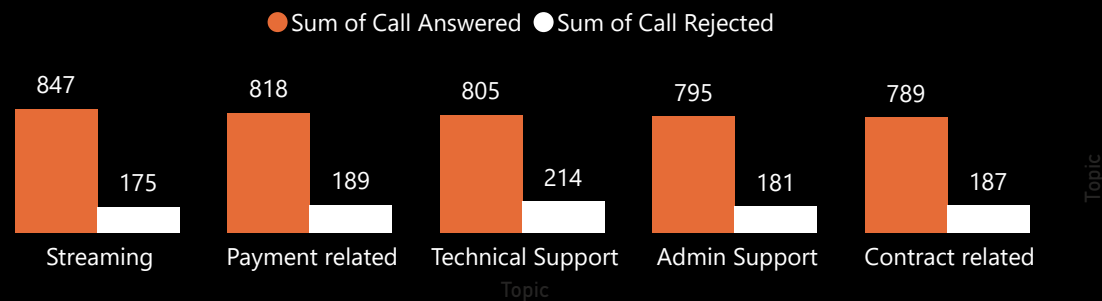
Total calls by Month



Average of Satisfaction rating by Agent



Call Answered and Call Rejected by Topic



Total Calls by Topic

