



# Call Centre

24/7

Agent

All

Topic

All

Date

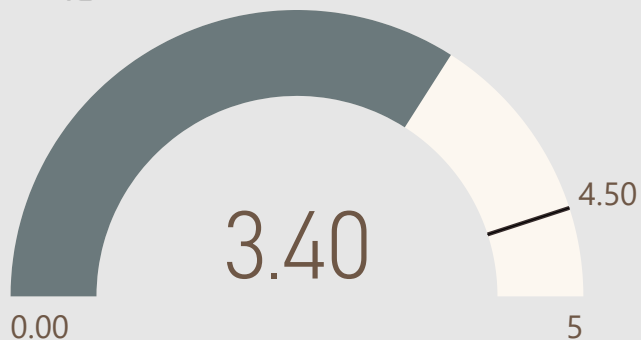
01-01-2021



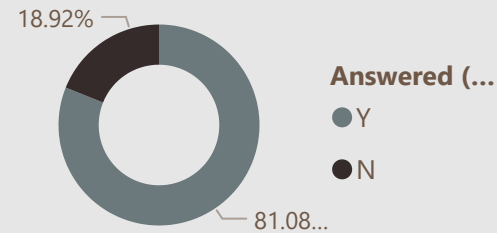
31-03-2021



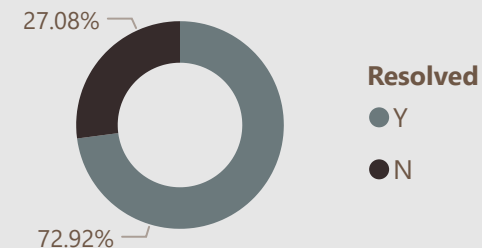
Average Satisfaction



Answered



Resolved

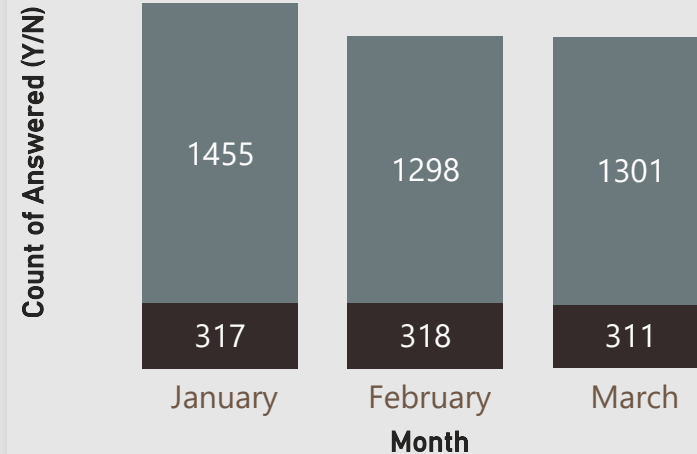


Avg Speed of Answer

67.52

Number of calls per month

Answered ● N ● Y



Agent Statistics

Agent	Calls	Resolved	Avg SOA(in sec)
Becky	517	462	65.33
Dan	523	471	67.28
Diane	501	452	66.27
Greg	502	455	68.44
Jim	536	485	66.34
Joe	484	436	70.99
Martha	514	461	69.49
Stewart	477	424	66.18
Total	4054	3646	67.52