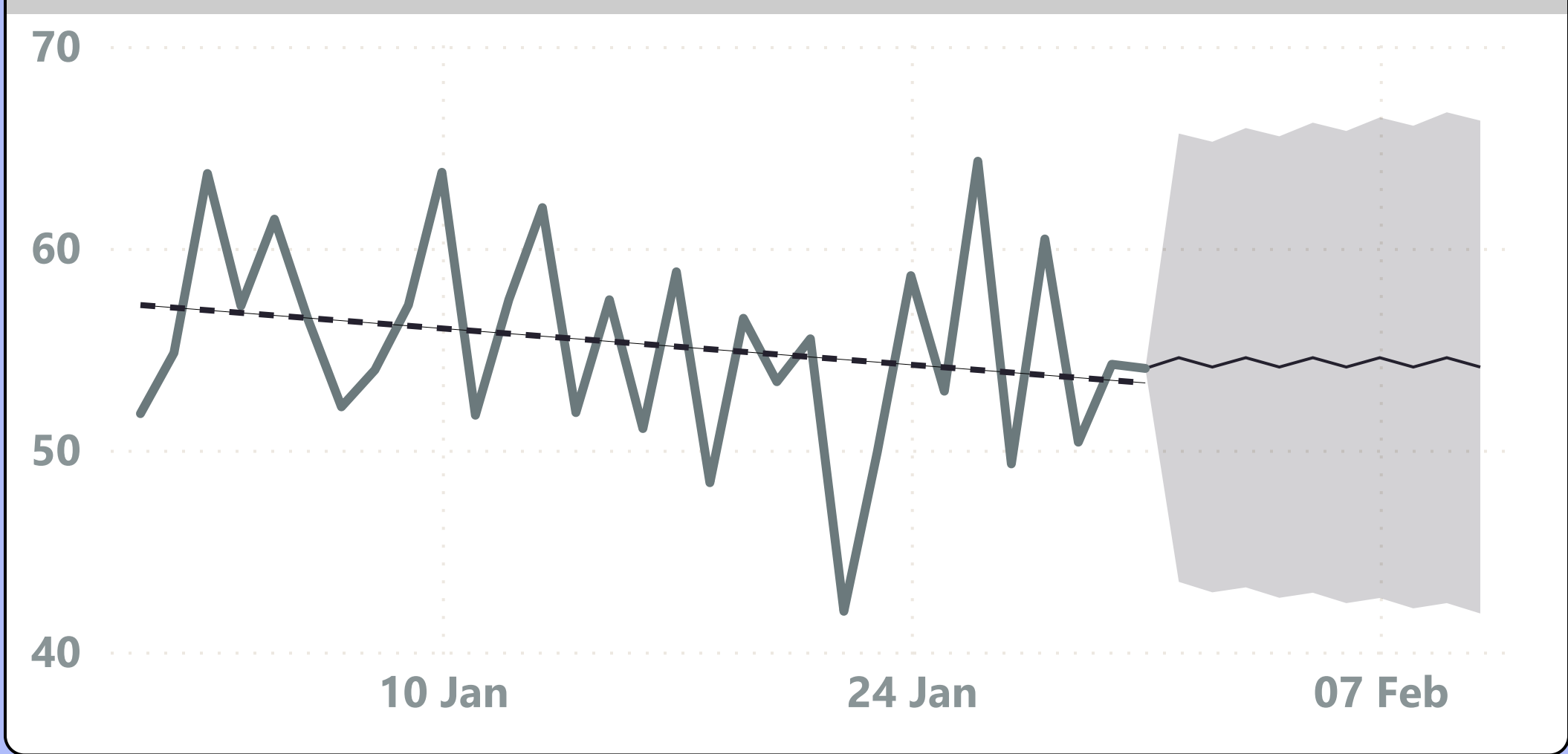
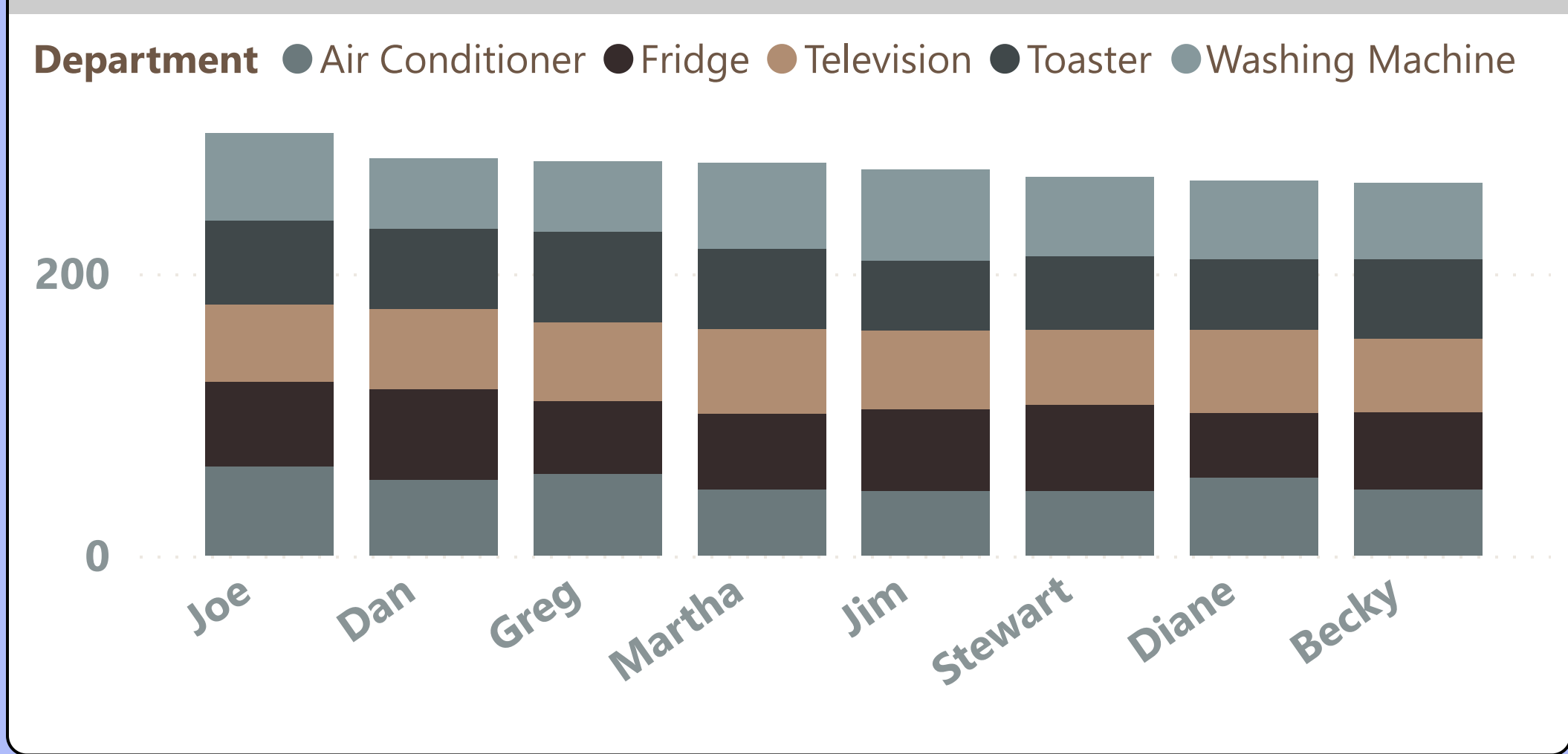


Call Center Data Analysis

Average Speed of Answer by Date



Average Speed of Answer by Agent and Department



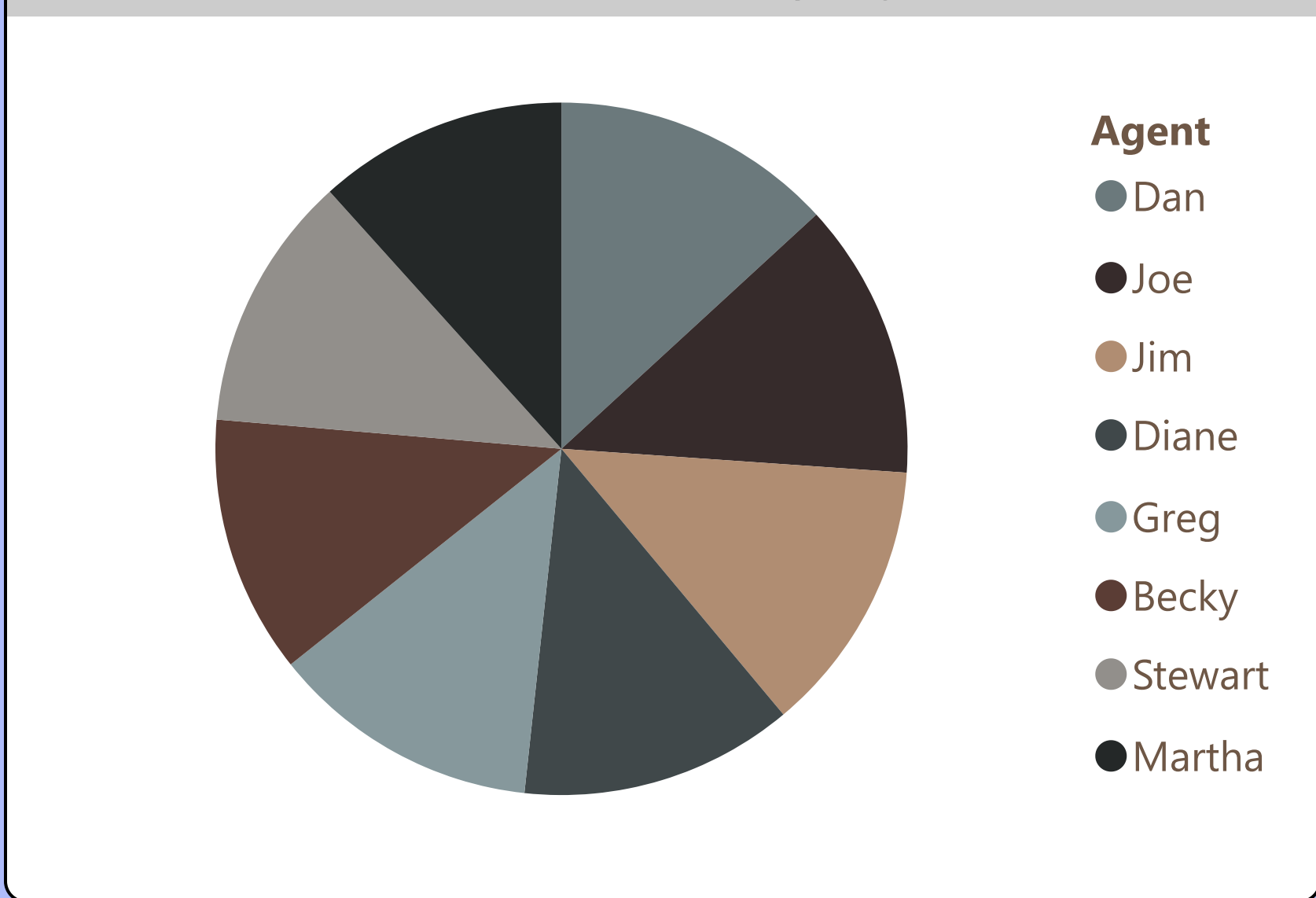
Agent

All

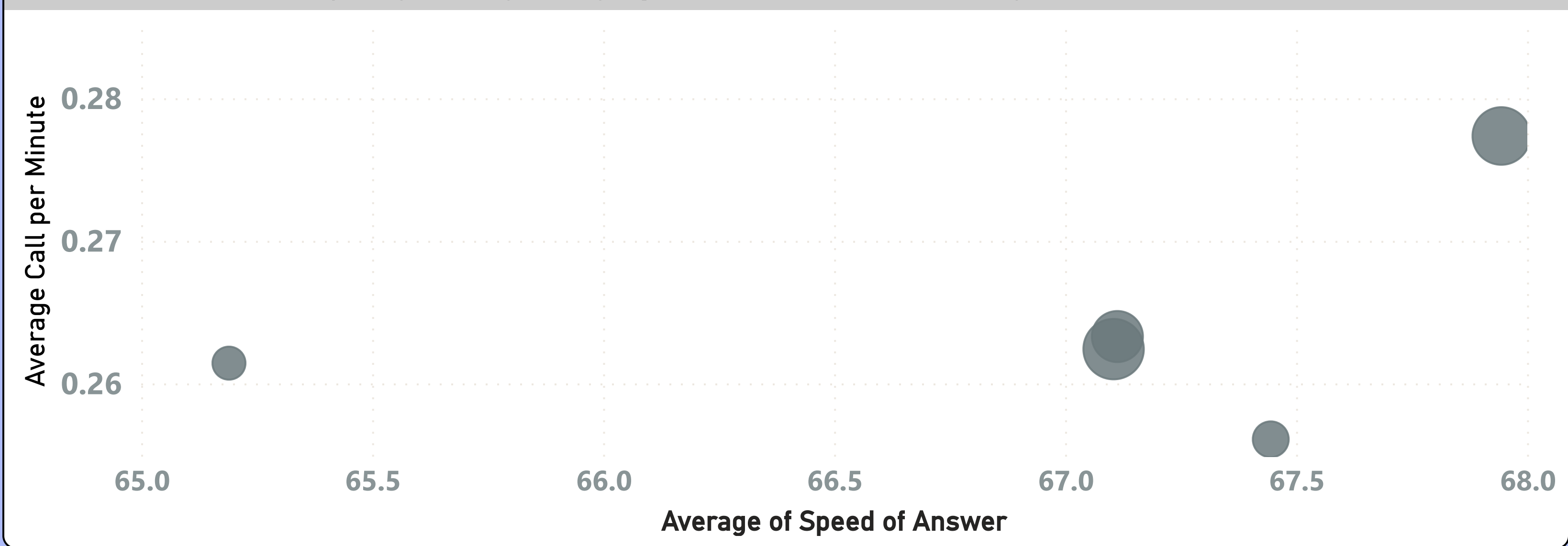
Department

All

Resolution Rate by Agent



Analysing Rating using Speed of Answer & Average Call Per Minutes



Agent Analysis Department Wise

Agent	Total Calls ▼	Answered Calls	Average Speed of Answer	Call Resolved
<input type="checkbox"/> Stewart	230	186	53.57	163
<input type="checkbox"/> Jim	228	187	54.68	173
<input type="checkbox"/> Dan	227	190	56.04	177
<input type="checkbox"/> Diane	222	185	53.28	168
<input type="checkbox"/> Joe	221	186	59.89	169
<input type="checkbox"/> Martha	220	171	55.54	152
<input type="checkbox"/> Becky	216	177	52.73	154
<input type="checkbox"/> Greg	208	173	55.89	155
Total	1772	1455	55.19	1311