

Total Calls

5000

Calls Received

4054

Resolved Calls

3646

Total Agents

8

Overall Customer Satisfaction

3.40

0.004.005.00

Avg Speed of Answer

67.52

Agent

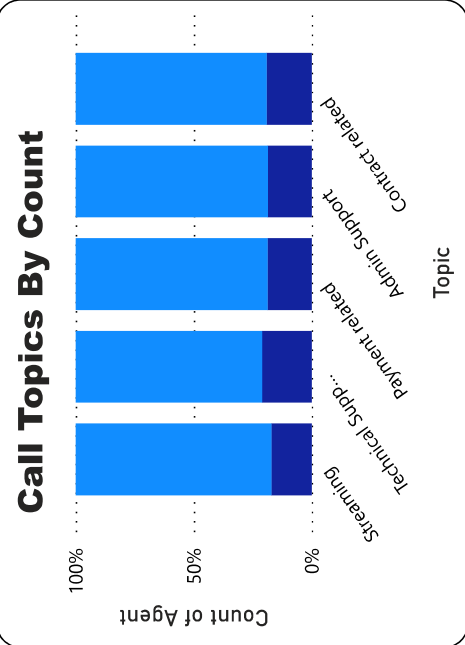
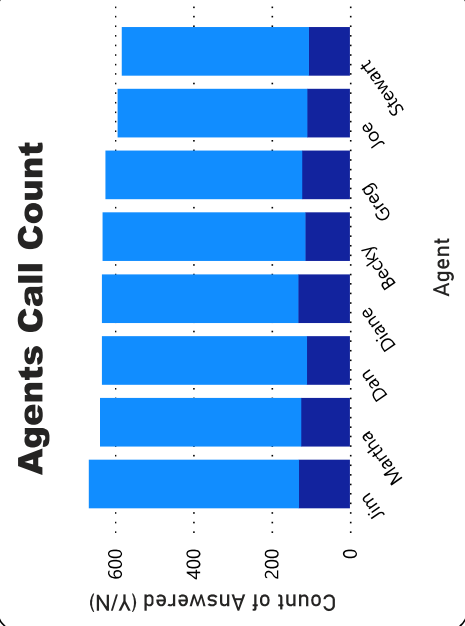
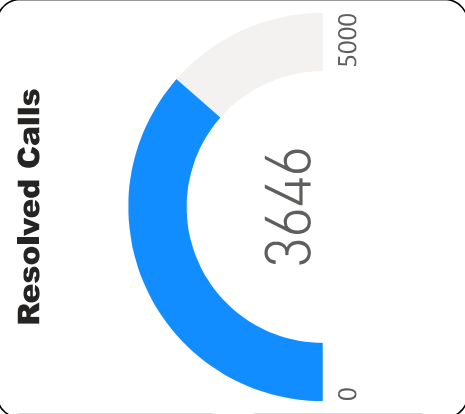
All

Month

All

Date

All



Agent Performance

Agent	Total Calls	Calls Answered	Resolved Calls	Avg Call in Seconds	Total Ra
Jim	666	536	485	66.34	
Martha	638	514	461	69.49	
Dan	633	523	471	67.28	
Diane	633	501	452	66.27	
Becky	631	517	462	65.33	
Greg	624	502	455	68.44	

