

Agent

All

Topic

All

Date

01-01-2021

31-03-2021

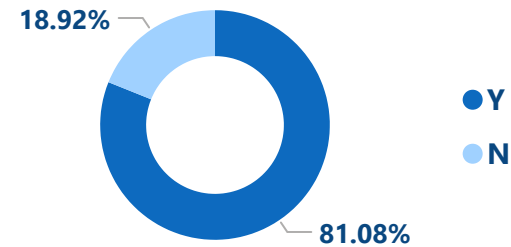
Clear All Slicers

Avg. Speed of Answer

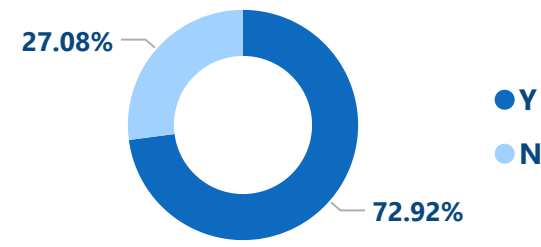
54.75

## Call Centre Trend Analysis

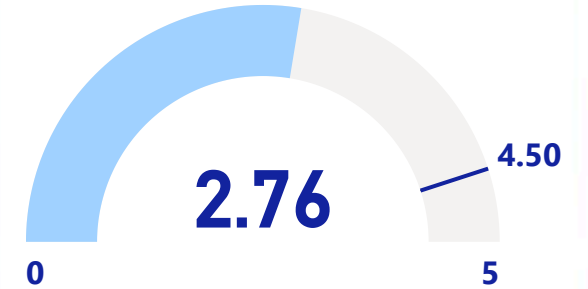
Answered



Resolved

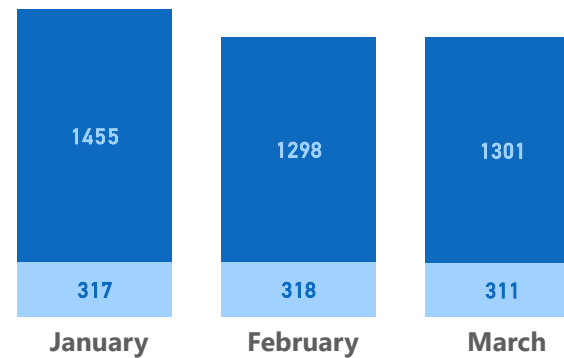


Average Satisfaction



No. of Calls per Month

Answered ● N ● Y



Agents Statistics

Agent	Answered	Resolved	Avg of Satisfaction Rate	Avg Speed of Answer in Sec
Becky	517	462	2.76	53.53
Dan	523	471	2.85	55.59
Diane	501	452	2.70	52.45
Greg	502	455	2.74	55.06
Jim	536	485	2.73	53.39
Joe	484	436	2.72	57.94
Martha	514	461	2.80	55.98
Stewart	477	424	2.79	54.24