## Call Center KPIs

Count of Agent by Answered (Y/N)

4.05K (81.08%)

Answered (Y/N)

0.95K (18.92%)

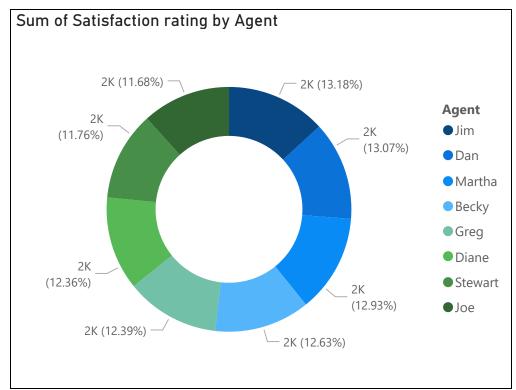
Answered (Y/N)	First Answered (Y/N)
N	N
Υ	Υ
Total	N
Total	N

Year	Earliest AvgTalkDuration			
∄ 1899	12/31/1899 12:00:30 AM			
Total	al 12/31/1899 12:00:30 AM			
	•••			



Agent	Sum of Satisfaction rating
Becky	1743
Dan	1803
Diane	1706
Greg	1709
Jim	1819
Joe	1612
Martha	1784
Stewart	1622
Total	13798





## Sum of Satisfaction rating by Agent

Jim	Martha	Greg	Stewart	Joe
Dan	Becky	Diane		