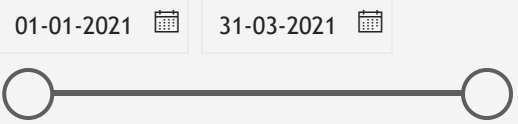


Call Center



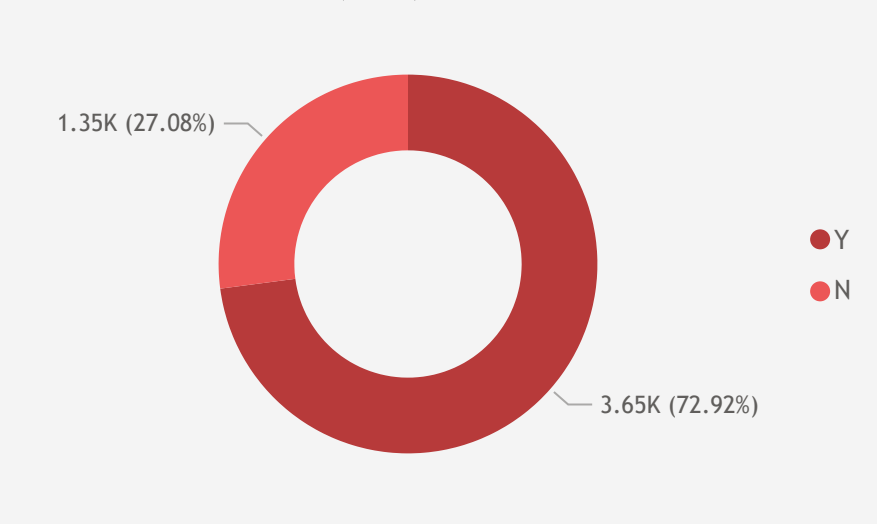
Agent

All

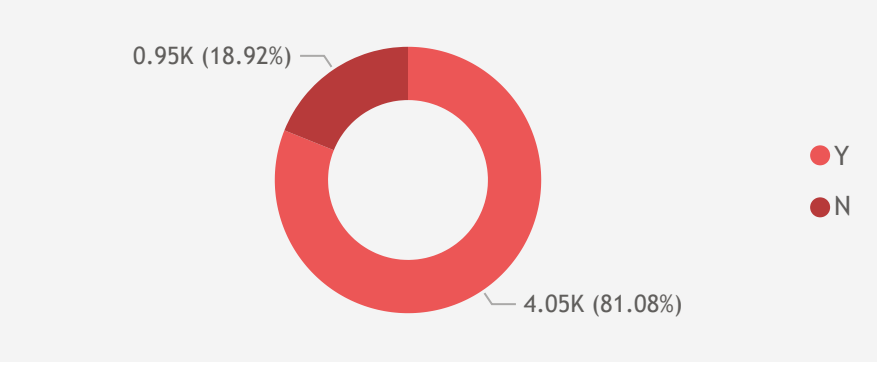
Topic

All

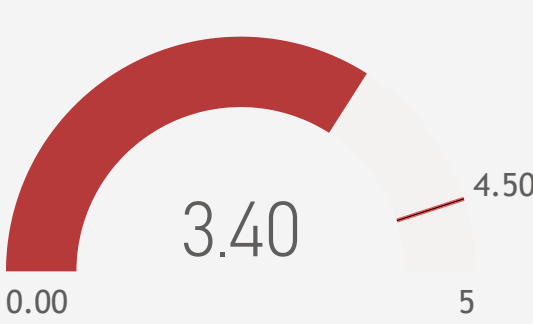
Count of Answered (Y/N)



Count of Answered (Y/N)



Average of Satisfaction rating

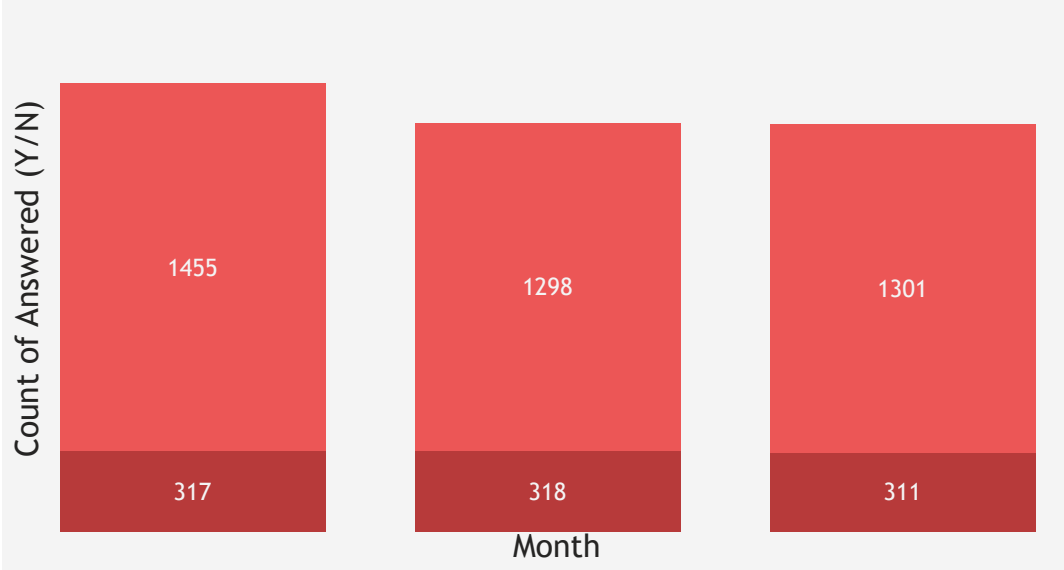


67.52

Average of Speed of answer in seconds

Count of Answered (Y/N) by Month

Answered (Y/N) ● N ● Y



Agent	Answered	Resolved(Y)	AVG Satisfaction Rating	AVG speed of answer in sec
Martha	514	177	3.47	69.49
Dan	523	162	3.45	67.28
Diane	501	181	3.41	66.27
Greg	502	169	3.40	68.44
Stewart	477	158	3.40	66.18
Jim	536	181	3.39	66.34
Becky	517	169	3.37	65.33
Joe	484	157	3.33	70.99
Total	4054	1354	3.40	67.52

5000

Total calls

4054

Answered

1354

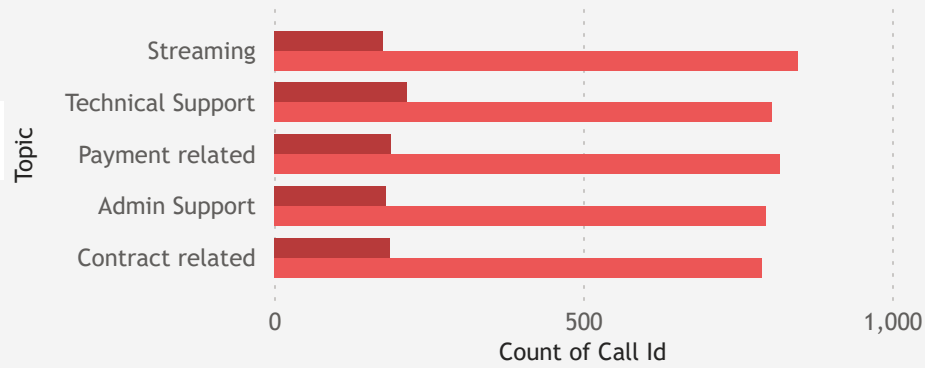
Resolved(Y)

5

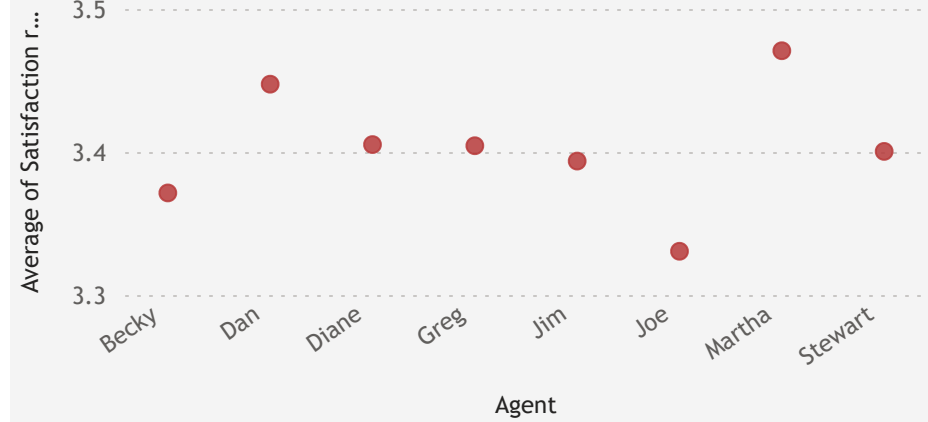
Count of Topic

Topic wise analysis

Answered (Y/N) ● N ● Y

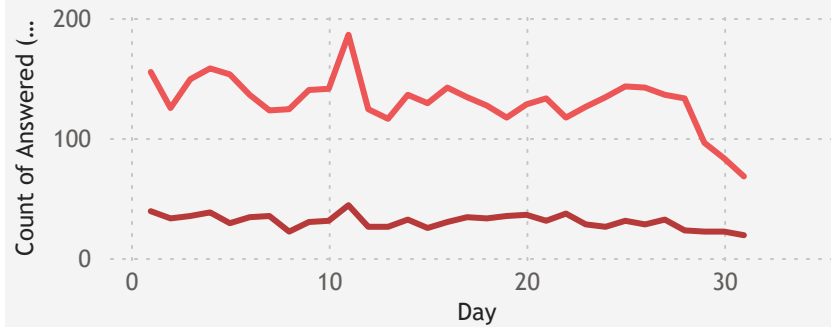


Agent satisfaction Rating



Count of Answered (Y/N) by Day and Answered (Y/N)

Answered (Y/N) ● N ● Y



Agent performance

Answered (Y/N) ● Y

