Call center

Agent
Tout

Topic
Tout

Date
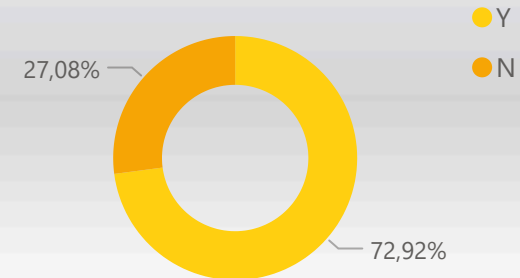01/01/2021   31/03/2021

Average satisfaction
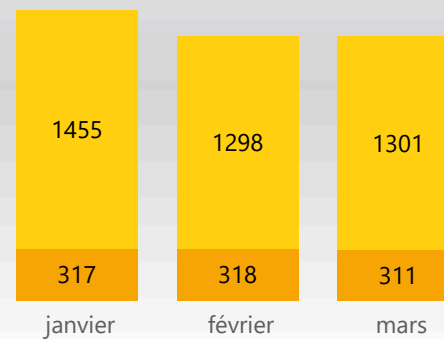0   3,40   4,5   5

Answered
- Y
- N

18,92%
81,08%

Resolved
- Y
- N

27,08%
72,92%
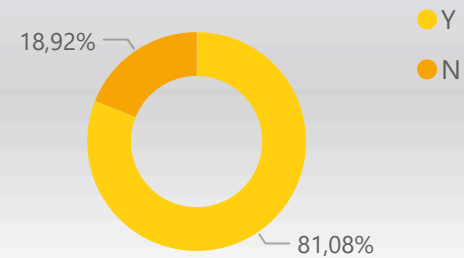
Average speed of answers
67,52

Number of calls per month
Answered N Y

	janvier	février	mars
Y	1455	1298	1301
N	317	318	311

Agent statistics

Agent	Answered	Resolved	Avg satisfaction rating	Avg Speed of answer in seconds
Joe	484	436	3,33	70,99
Martha	514	461	3,47	69,49
Greg	502	455	3,40	68,44
Dan	523	471	3,45	67,28
Jim	536	485	3,39	66,34
Diane	501	452	3,41	66,27
Stewart	477	424	3,40	66,18
Becky	517	462	3,37	65,33
Total	**4054**	**3646**	**3,40**	**67,52**