

Agent ▼

All ▼

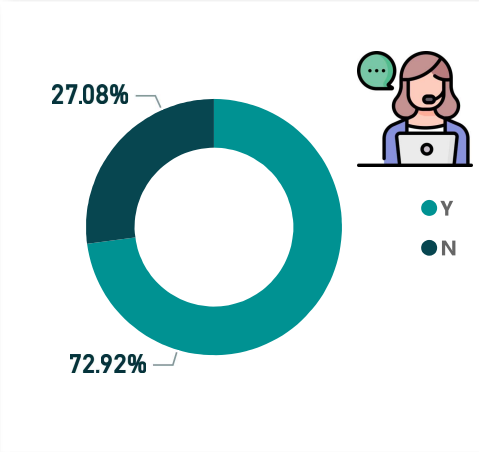


Call Center

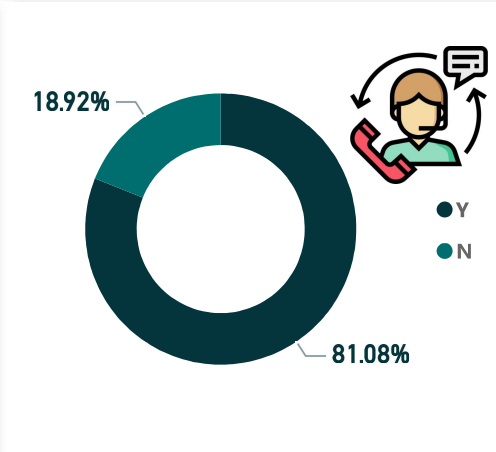
Topic ▼

All ▼

Resolved



Answered

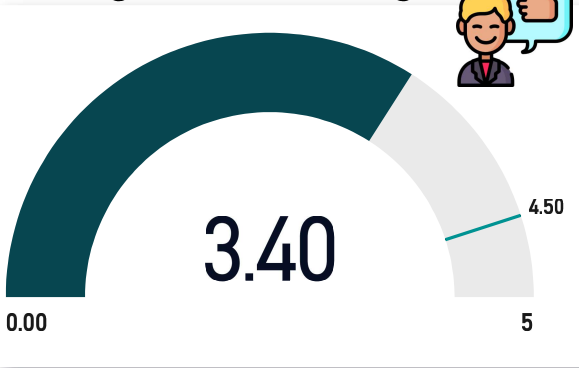


Agent Statistics



Agent	Answered	Resolved (Y)	Avg Satisfaction rating	Avg SOA (Sec)
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52

Average Satisfaction Rating

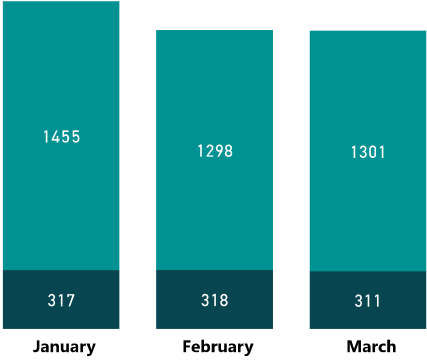


Average Speed of Answer (In Sec)

67.52




Number Of Calls Per Month



Answered
● N
● Y

 5000
Total Calls

 4054
Answered

 3646
Resolved

 5
Topics

 8
Agents

