

Months

February

January

March

253.29

Total_Hours_Talked

4054

Total Calls Answered

946

Total call Abandoned

3646

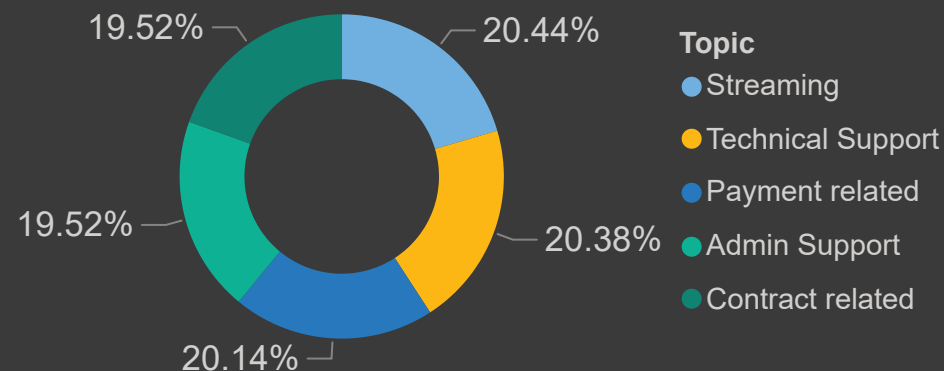
Total Issue Resolved

3.04

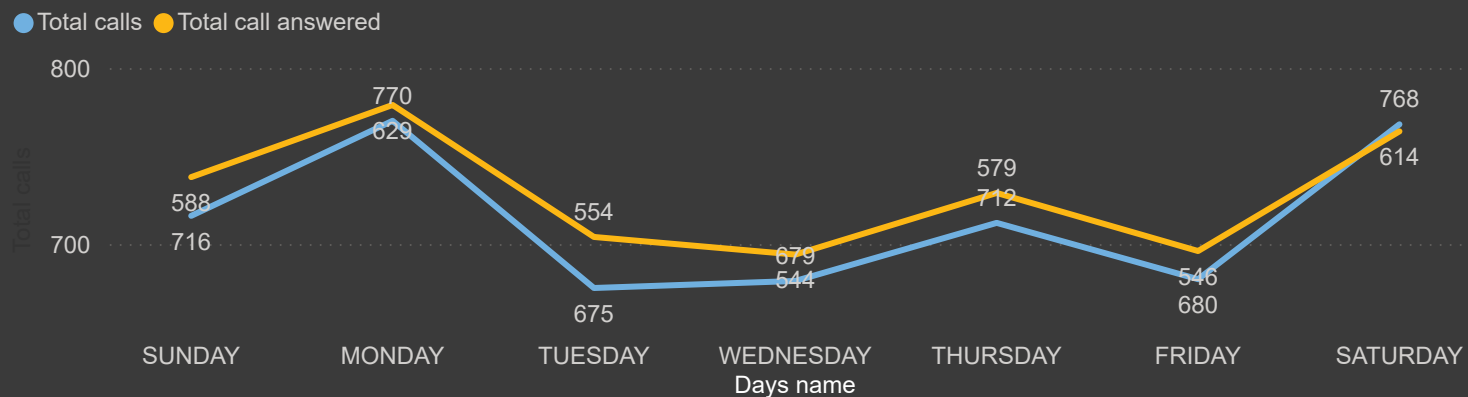
Average call Duration

Agent	Total hours talked	Call Answered	Total Issue Resolved	Total Unsolved Issue	Customer satisfaction	Average of Speed of answer in seconds
Becky	31.60	517	462	55	3.37	65.33
Dan	33.59	523	471	52	3.45	67.28
Diane	30.47	501	452	49	3.41	66.27
Greg	31.63	502	455	47	3.40	68.44
Jim	33.96	536	485	51	3.39	66.34
Joe	30.13	484	436	48	3.33	70.99
Martha	31.94	514	461	53	3.47	69.49
Stewart	29.97	477	424	53	3.40	66.18

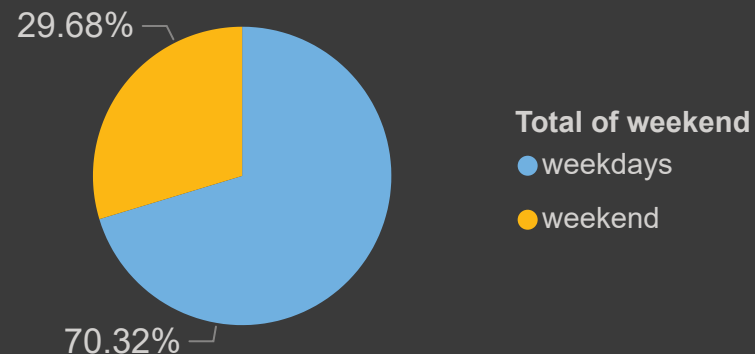
Total calls by Topic



Total call answered and total calls by days of weeks



Count of call ID by weekend and weekdays



Topic

Admin Support

Contract related

Payment related

Streaming

Technical Support