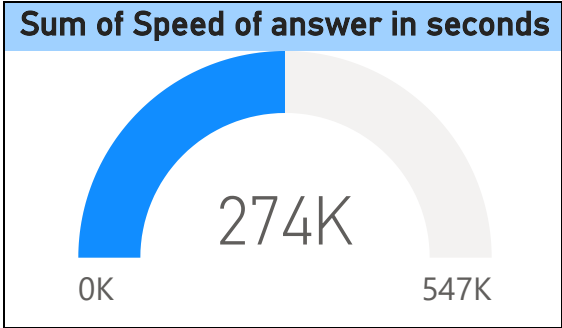
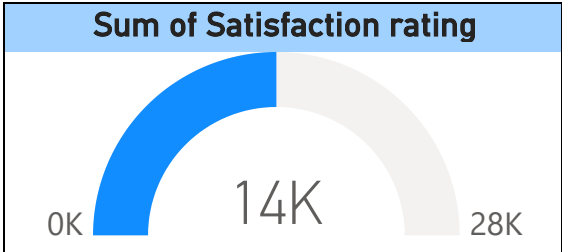


Date

All

CALL CENTER TRENDS



Resolved and Agent

Resolved

☒ N

☐ Y

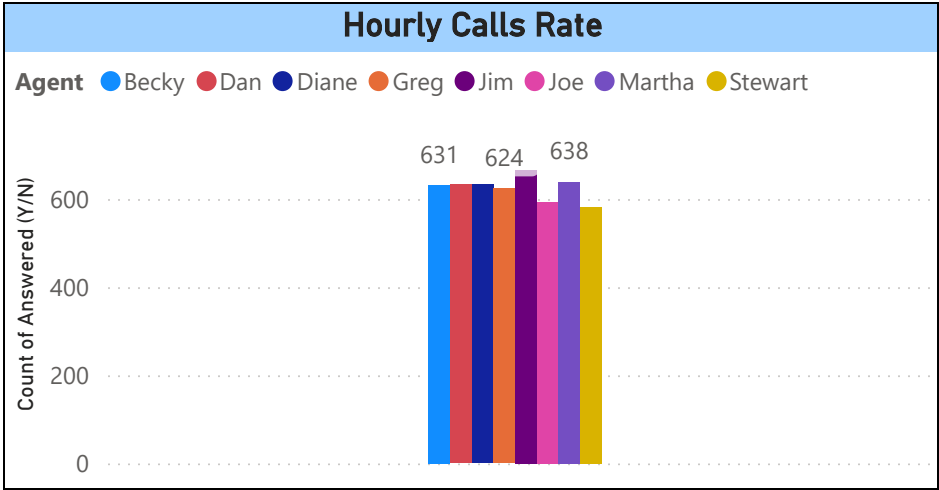
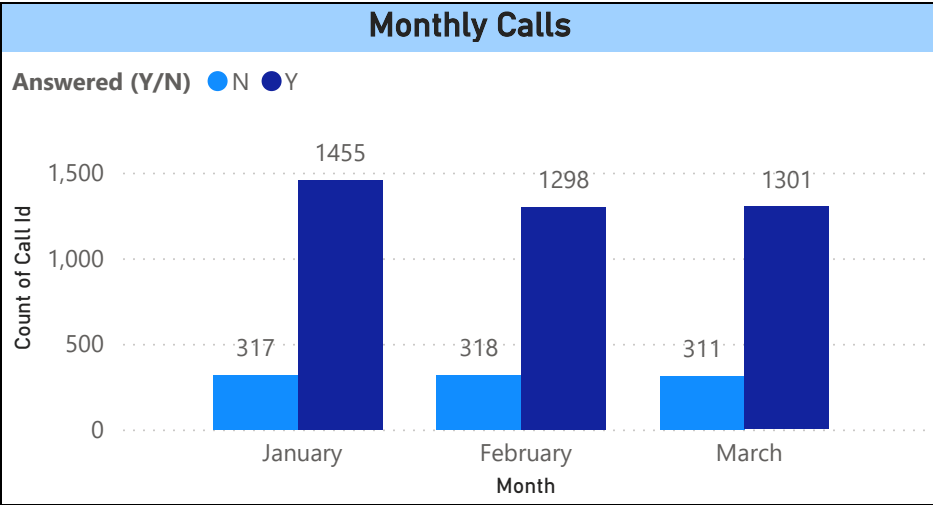
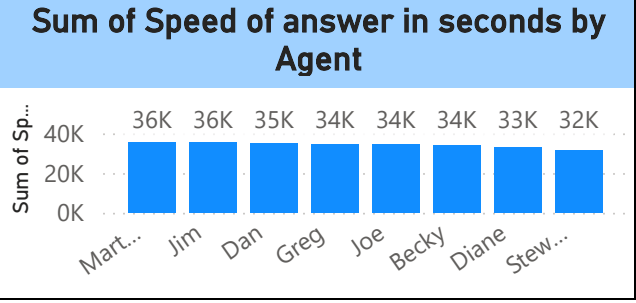
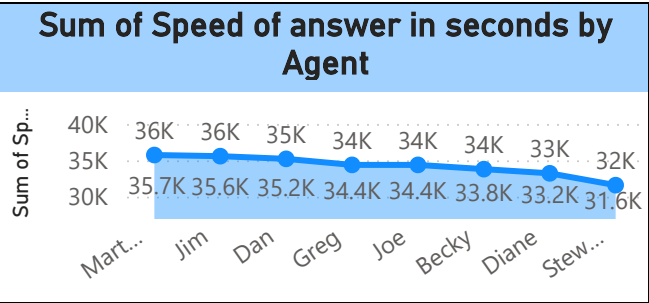
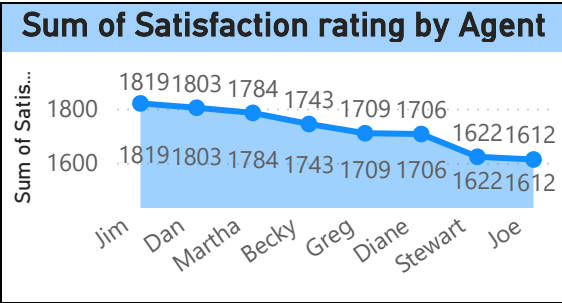
Agent and Answered (Y/N)

Agent

☒ Becky

☐ Dan

☐ Diane



Answered (Y/N) Y		Total	
Agent	Sum of Satisfaction rating	Sum of Speed of answer in seconds	Sum of Satisfaction rating
Becky	1743	33776	1743
Dan	1803	35189	1803
Diane	1706	33200	1706
Greg	1709	34359	1709
Jim	1819	35560	1819
Joe	1612	34358	1612
Martha	1784	35717	1784
Total	13798	273729	13798

Agent

☐ Select all

☐ Becky

☐ Dan

☐ Diane

☐ Greg

☐ Jim

☐ Joe