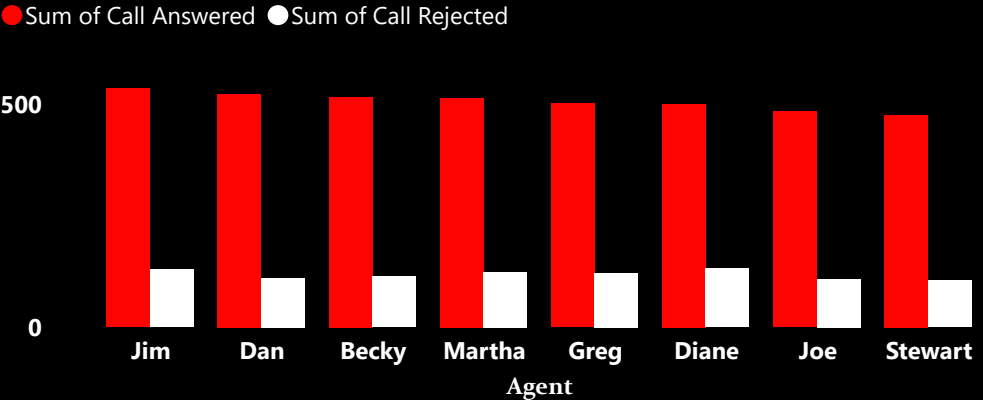


CALL CENTER TRENDS

Agent	Total calls
Becky	631
Dan	633
Diane	633
Greg	624
Jim	666
Joe	593
Martha	638
Stewart	582

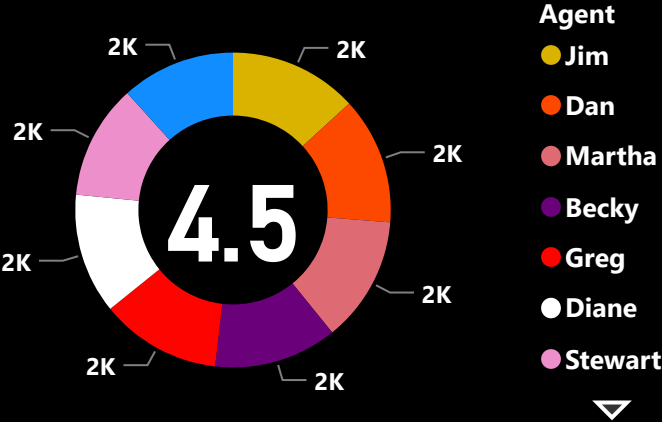
Sum of Call Answered and Sum of Call Rejected by Agent



Average of Speed of answer in seconds



Sum of Satisfaction rating by Agent



Total calls

5K



Call Answered

4K



Call Rejected

946



Resolved Calls

4K

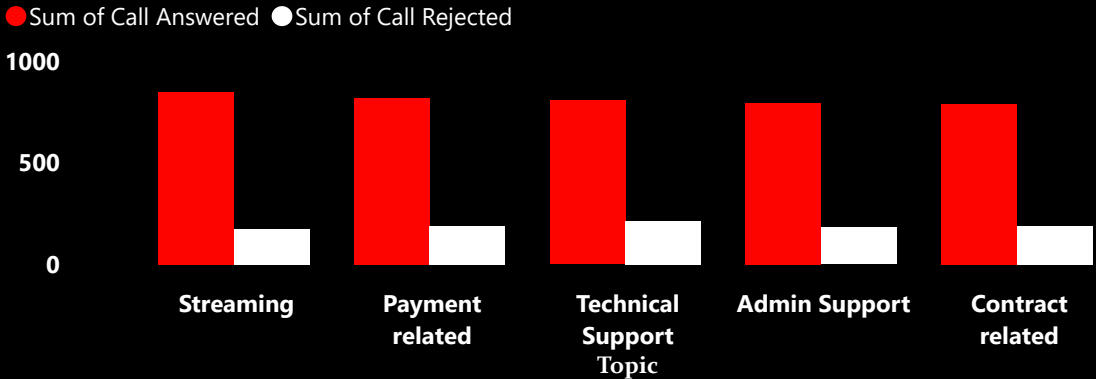


Unresolved...

1K



Sum of Call Answered and Sum of Call Rejected by Topic



Total calls by Month

