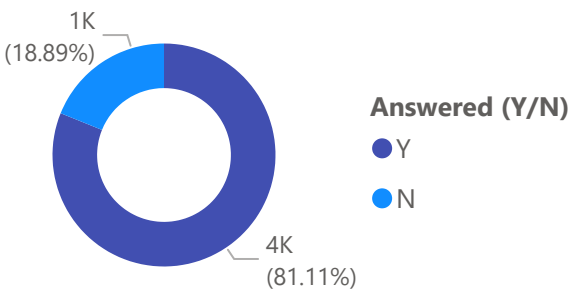


Call Center

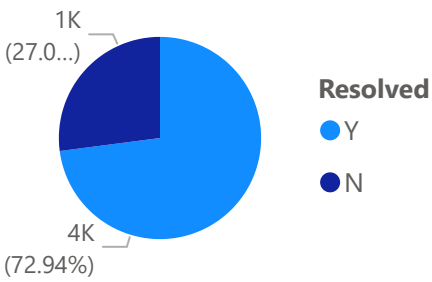
Average Satisfaction



Answered (Y/N)



Resolved



Average Speed of Calls in Sec

67.53

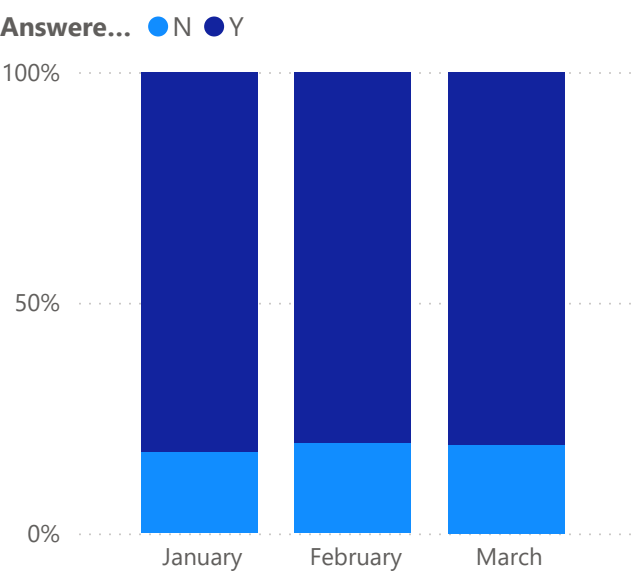
Topic

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

Date

1/3/2021 3/31/2021

of Calls Answered per Month



Agent Statistics

Agent	# of Calls Answered	# of resolved calls	Average Satisfaction	Average Speed of Answer
Jim	524	474	3.39	66.33
Dan	512	460	3.44	66.98
Martha	504	454	3.49	69.91
Becky	502	449	3.37	64.93
Greg	493	447	3.39	68.90
Diane	486	438	3.41	66.59
Joe	473	425	3.33	70.83
Stewart	466	414	3.40	65.93
Total	3960	3561	3.40	67.53