



Call Centre



Date

1/1/2021

3/31/2021

Agent

All

Topic

All



Average Satisfaction

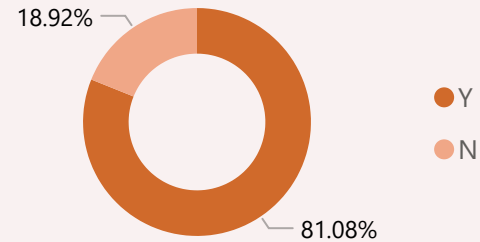
3.40

1

5

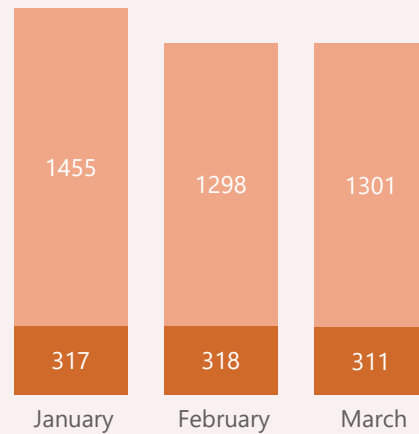


Calls Answered

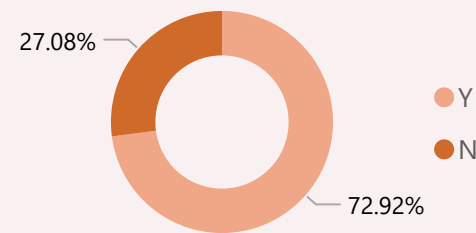


Calls Per Month

Answers... ● N ● Y



Calls Resolved



Agent Statistics

Agent	Calls Answered	Calls Resolved	Avg Speed of answer in sec	Avg Satisfaction rating
Becky	517	517	65.33	3.37
Dan	523	523	67.28	3.45
Diane	501	501	66.27	3.41
Greg	502	502	68.44	3.40
Jim	536	536	66.34	3.39
Joe	484	484	70.99	3.33
Martha	514	514	69.49	3.47
Stewart	477	477	66.18	3.40



Average Speed of Answer (secs)

67.52