



Call Center



Agent

All

Topic

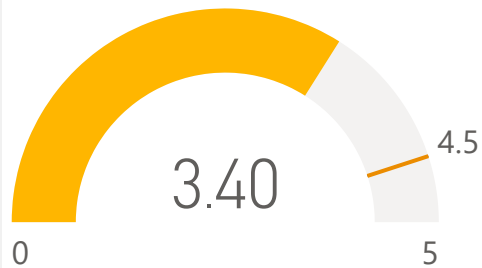
Payment related

01/01/2021

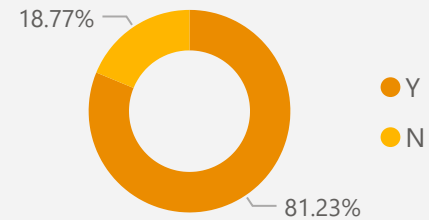
31/03/2021



Average satisfaction

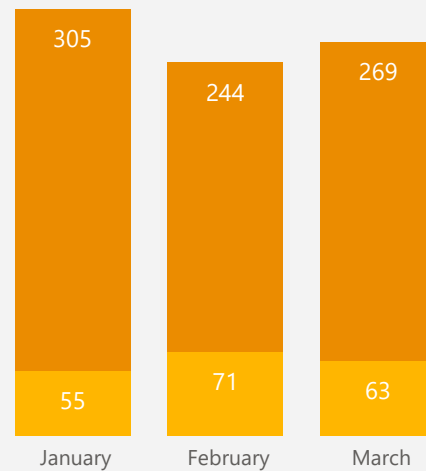


Answered

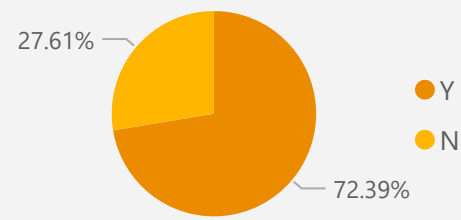


Number of calls per month

Answered Y N



Resolved



Agent statistics

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Becky	112	99	3.48	68.71
Dan	106	93	3.42	70.20
Diane	97	85	3.51	70.98
Greg	106	99	3.31	72.10
Jim	94	81	3.27	65.28
Joe	100	91	3.26	66.02
Martha	108	99	3.46	65.44
Stewart	95	82	3.45	66.55



Average speed of answer (s)

68.20

