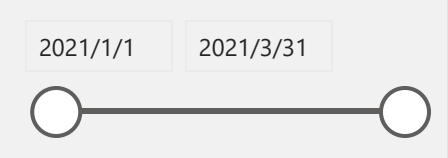


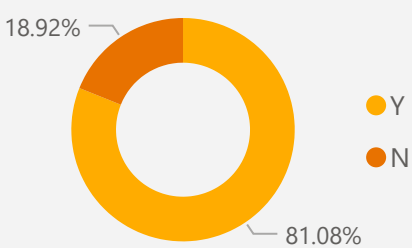
Call Center Trend Analysis



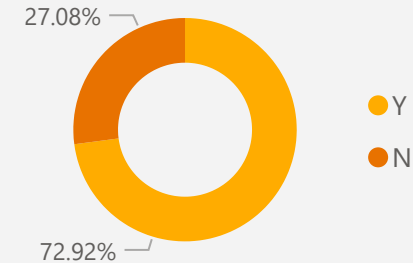
Agent

Topic

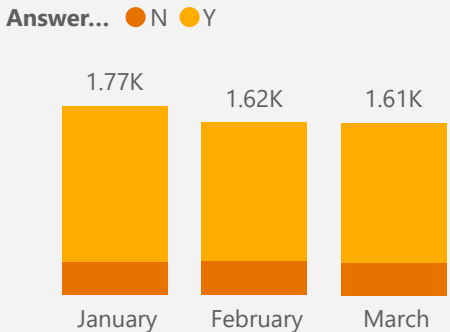
Calls Answered



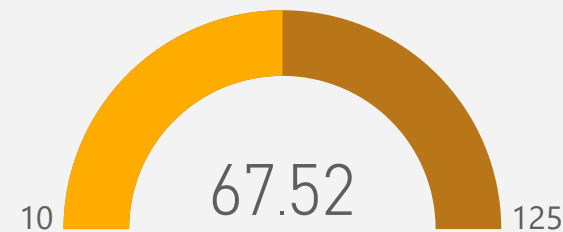
Calls Resolved



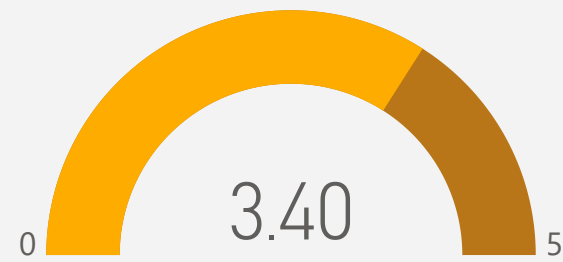
Calls per Month



Average Answer Speed



Average Satisfaction



Agent Statistics

Agent	CountYes	ResolvedYes	Average of Satisfaction rating	Average of Speed of answer in secs
Martha	514	461	3.47	69.49
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Stewart	477	424	3.40	66.18
Jim	536	485	3.39	66.34
Becky	517	462	3.37	65.33
Joe	484	436	3.33	70.99