

Call Center Data Analysis



Agent

All

Topic

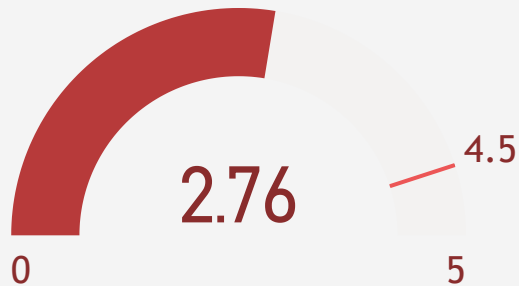
All

01-01-2021

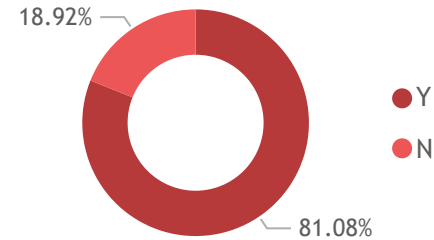
31-03-2021



Average



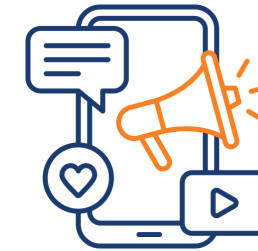
Answered



Resolved



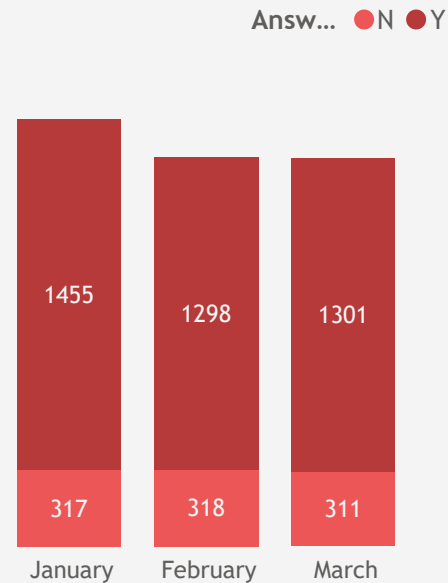
Average Speed of Answer (s)



54.75



No. of Calls per Month



Agents Statistics

Agent	# of answered	# of resolved	Avg of Satisfaction rating	Avg of Speed of answer in sec
Diane	501	452	2.70	52.45
Jim	536	485	2.73	53.39
Becky	517	462	2.76	53.53
Stewart	477	424	2.79	54.24
Greg	502	455	2.74	55.06
Dan	523	471	2.85	55.59
Martha	514	461	2.80	55.98
Joe	484	436	2.72	57.94