



Analysis of the work of the call center

Topic

All

1/1/2021

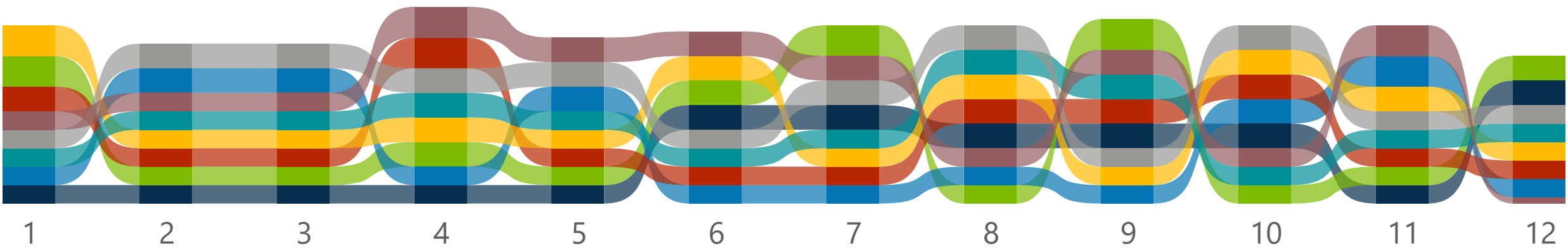
3/15/2021

Agent

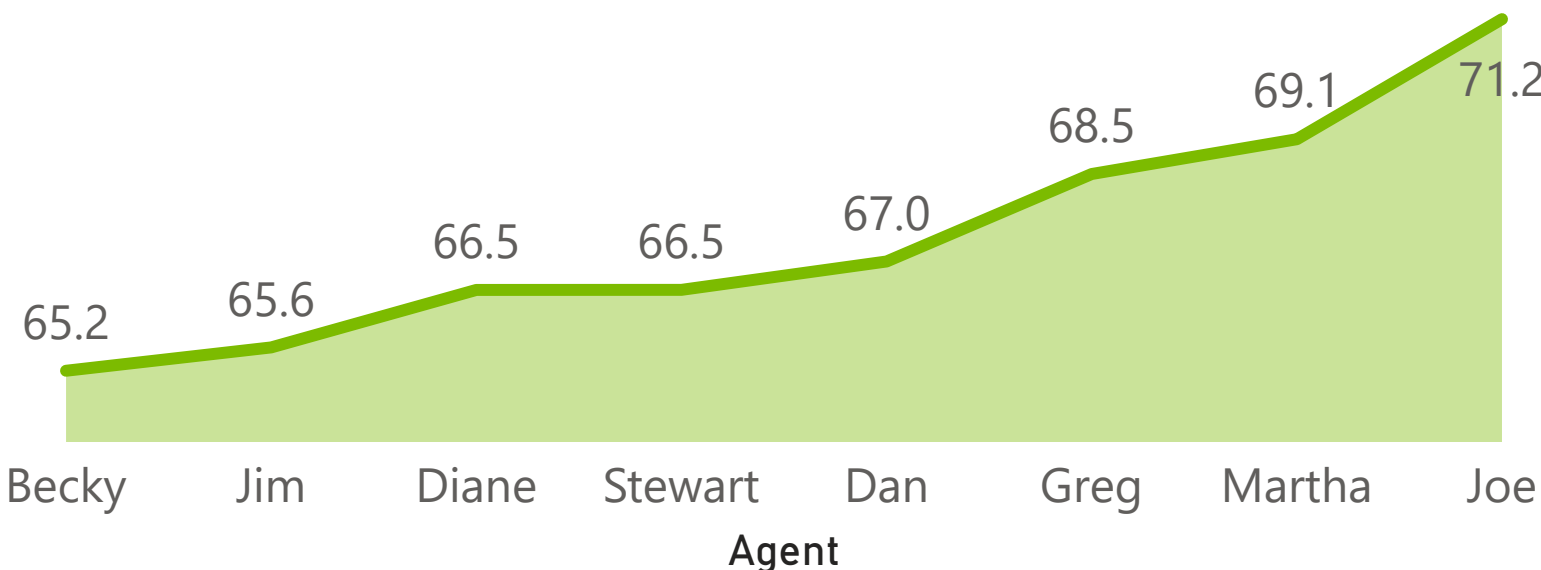
All

Rating by Weeks/Months and Agents

Agent ● Becky ● Dan ● Diane ● Greg ● Jim ● Joe ● Martha ● Stewart



Average speed of answers



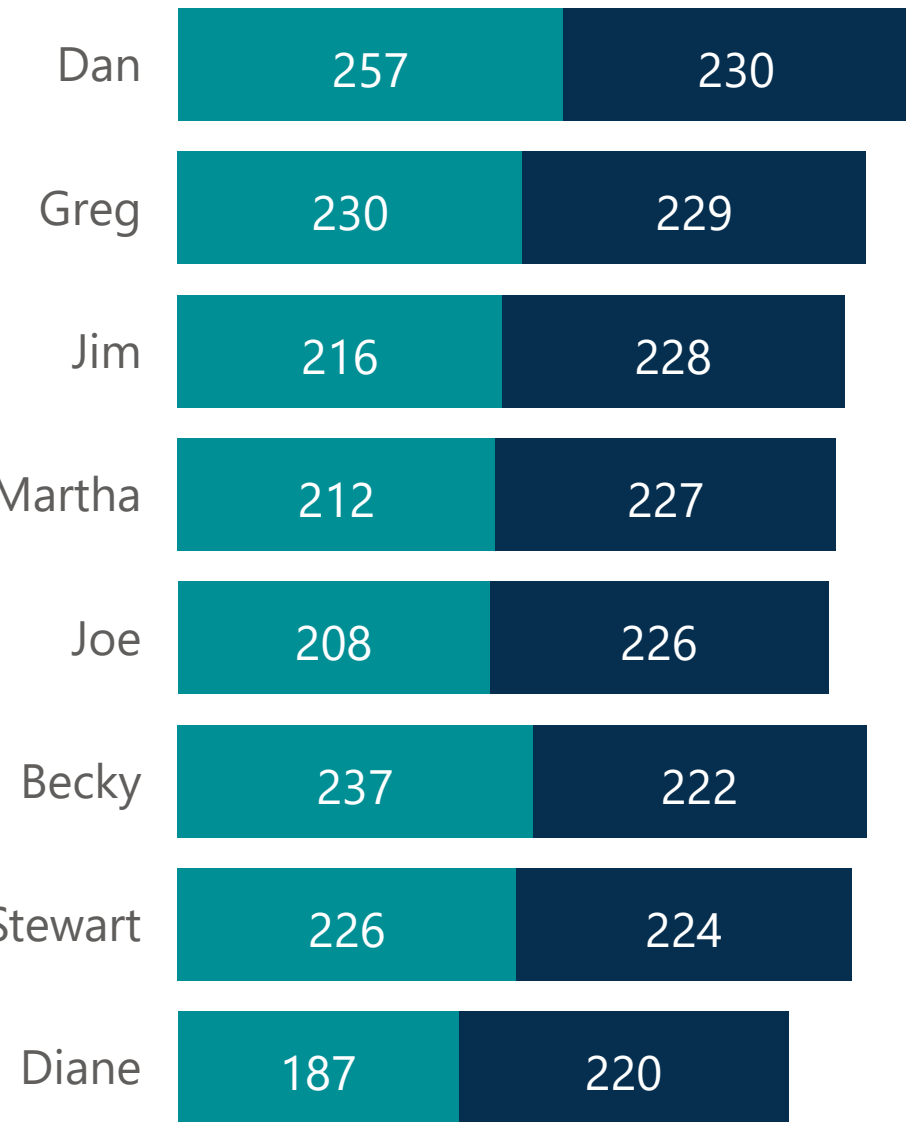
FrequentRating

3

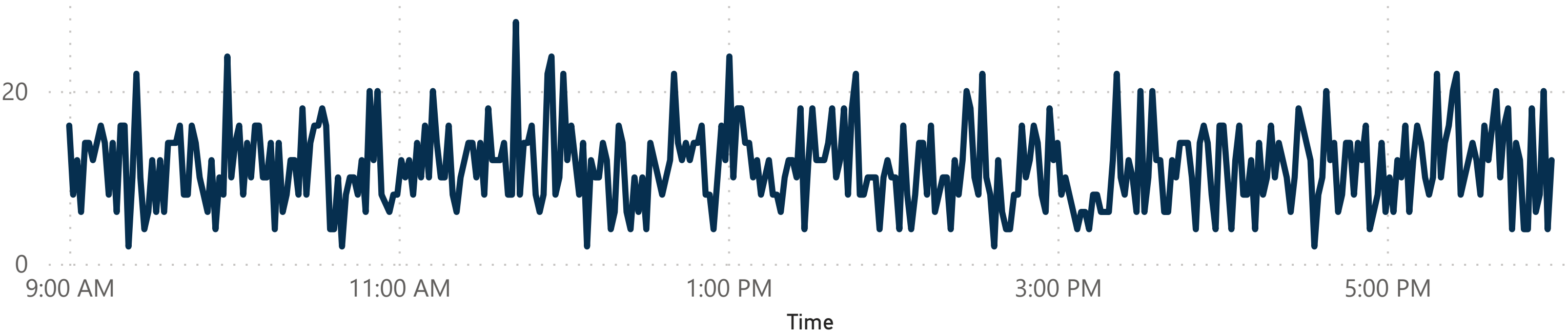
Agent's performance quadrant

AvgTalkDuration

Resolved ● N ● Y



Number of calls per time



CountCalls

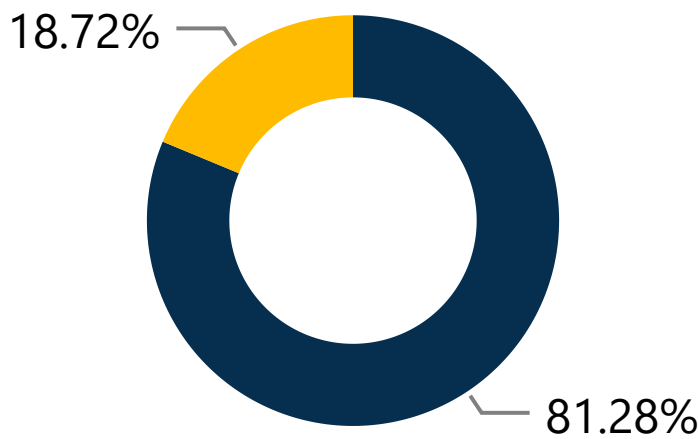
4220

AvgSpeed

67.4

Answered (Y/N)

● Y ● N

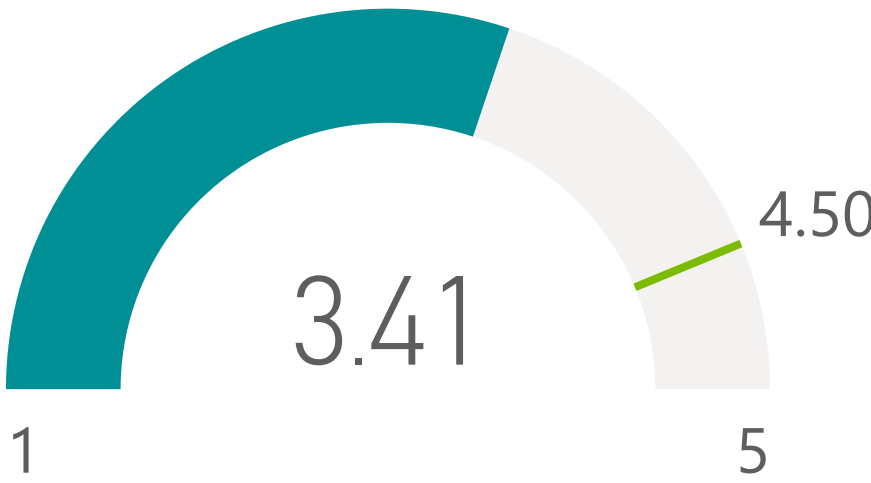


Resolved (Y/N)

● Y ● N



Average Satisfaction



AvgTalkDuration

225.3