



Key Performance Indicators (KPIs)

5000

Total Calls

4054

Total Calls Answered

946

Total Calls Unanswered

3.40

Average Satisfaction rate

67.52

Average Speed of answering calls

49.90%

Overall Customer Satisfaction

Agent

All

Topic

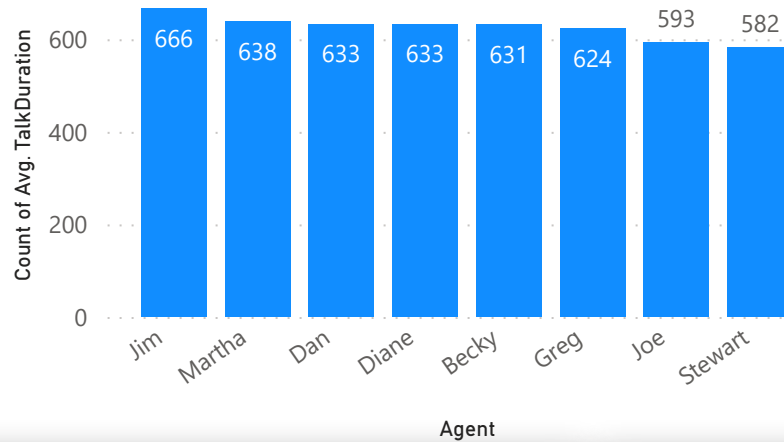
All

Resolved

☐ No

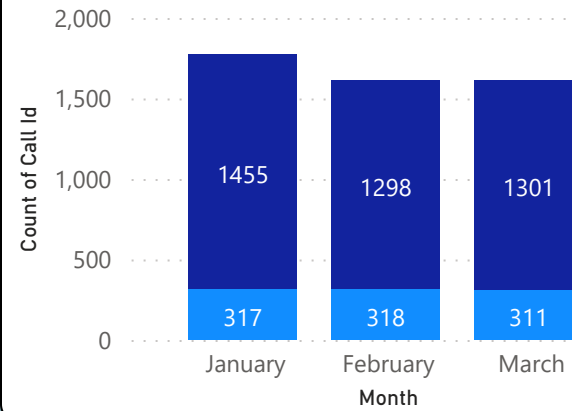
☐ Yes

Count of Avg. TalkDuration by Agent

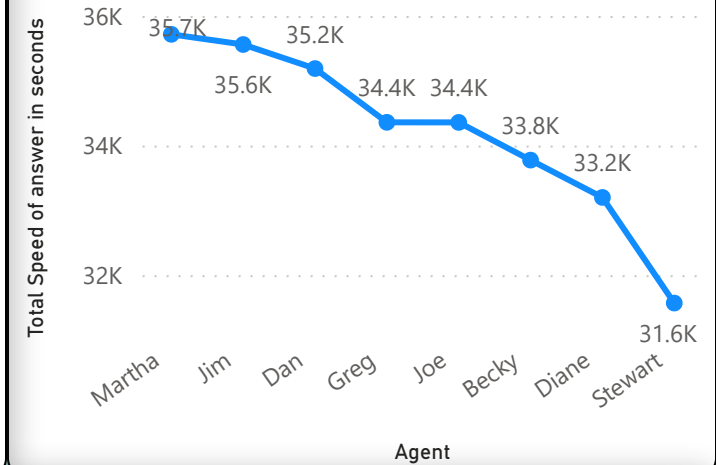


Number of calls per month

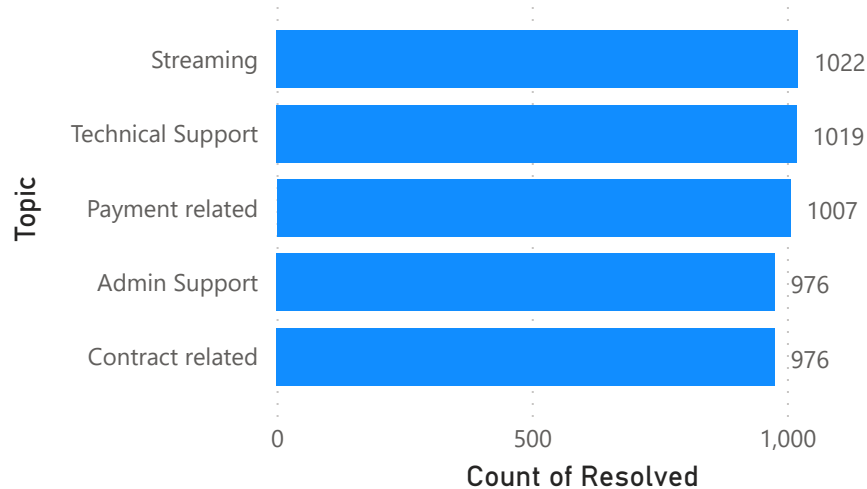
Answered ● No ● Yes



Total Speed of answer in seconds by Agent



Count of Resolved by Topic



Performance Quadrant

Agent	Total Calls	Total Calls Answered	Total Calls Unanswered	Average Satisfaction rate	Average Speed of answering calls
Becky	631	517	114	3.37	65.33
Dan	633	523	110	3.45	67.28
Diane	633	501	132	3.41	66.27
Greg	624	502	122	3.40	68.44
Jim	666	536	130	3.39	66.34
Joe	593	484	109	3.33	70.99
Martha	638	514	124	3.47	69.49
Stewart	582	477	105	3.40	66.18
Total	5000	4054	946	3.40	67.52