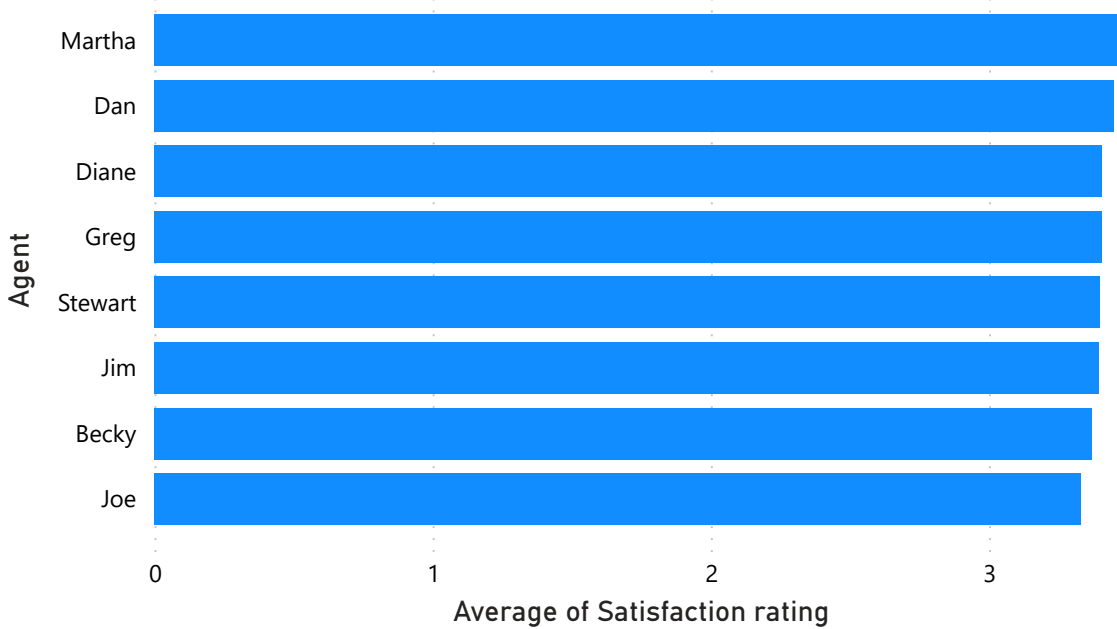
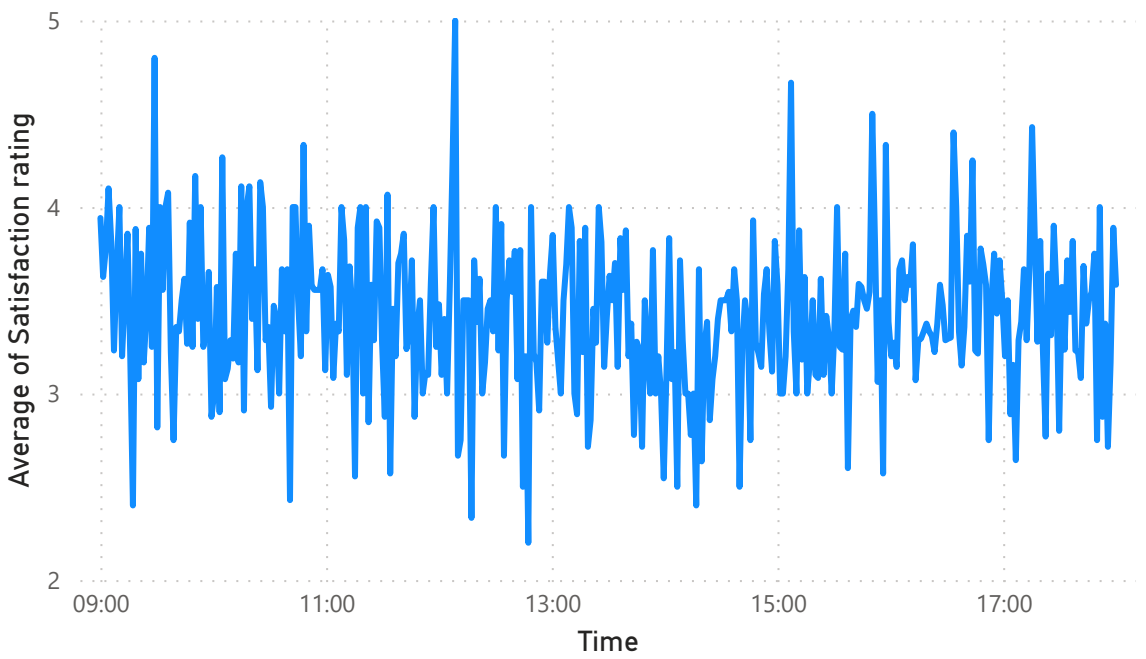


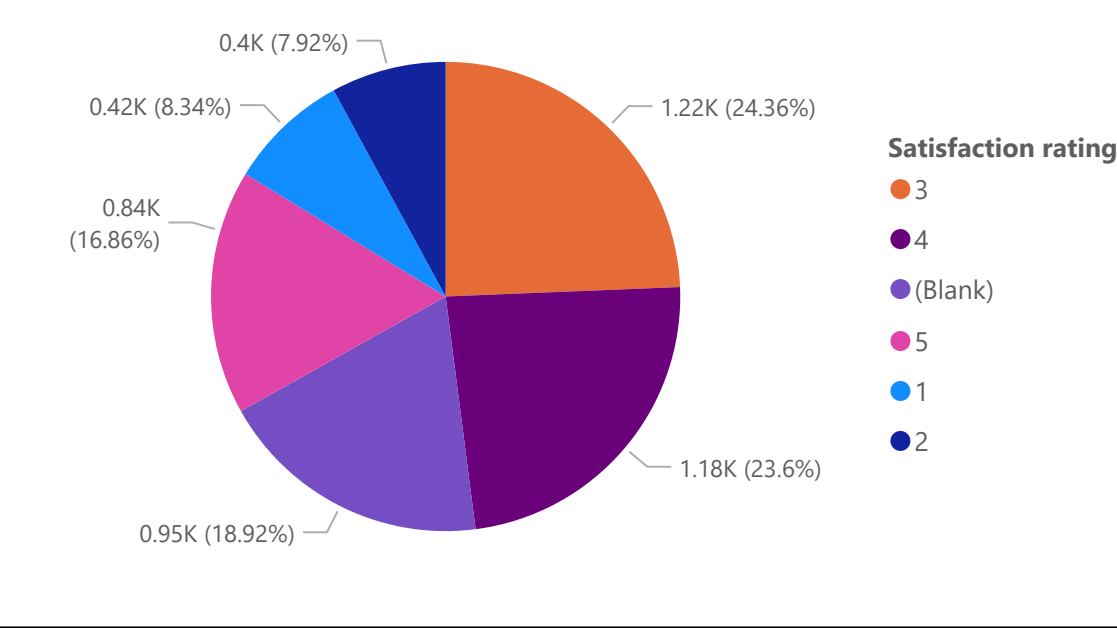
Average of Satisfaction rating by Agent



Average of Satisfaction rating by Time



Count of Calls by Satisfaction rating



Average Speed
of answer in
seconds

68

Average
Rating

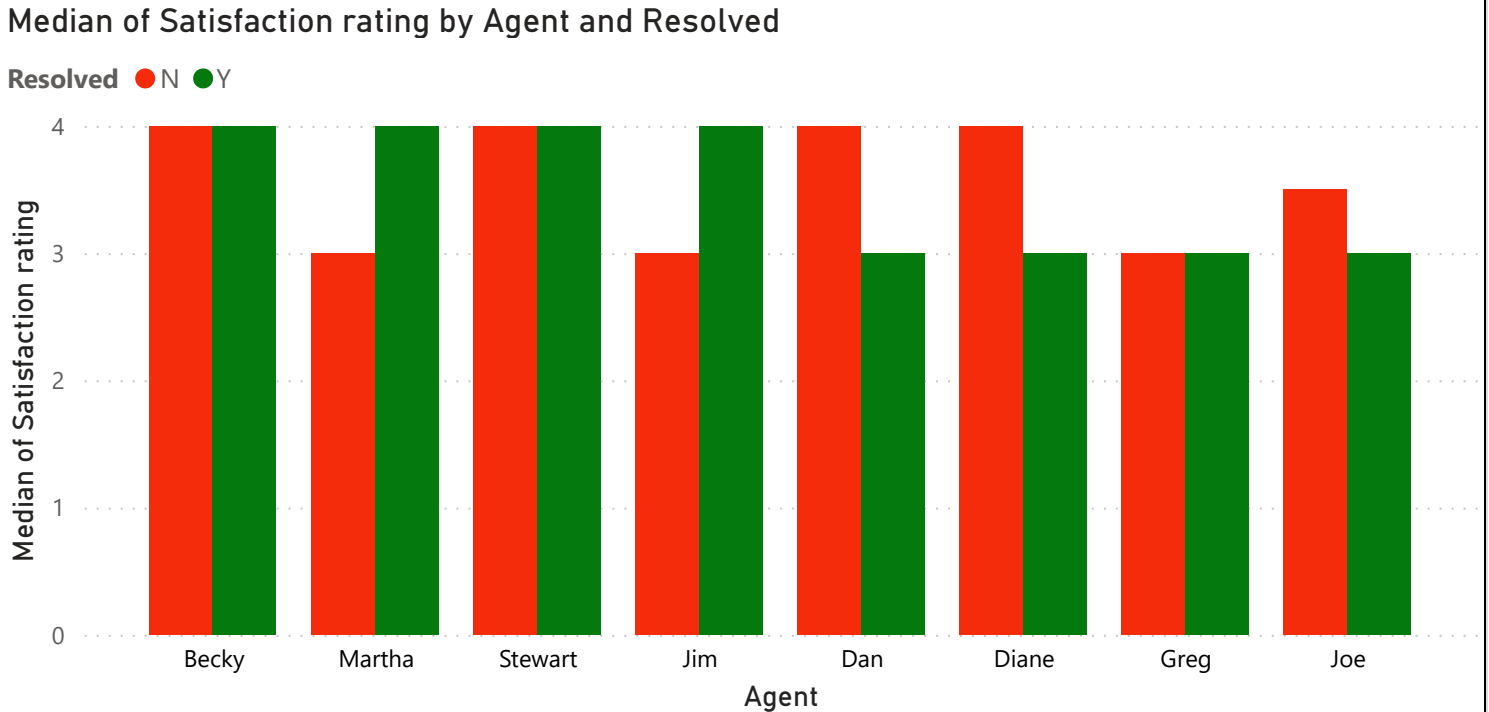
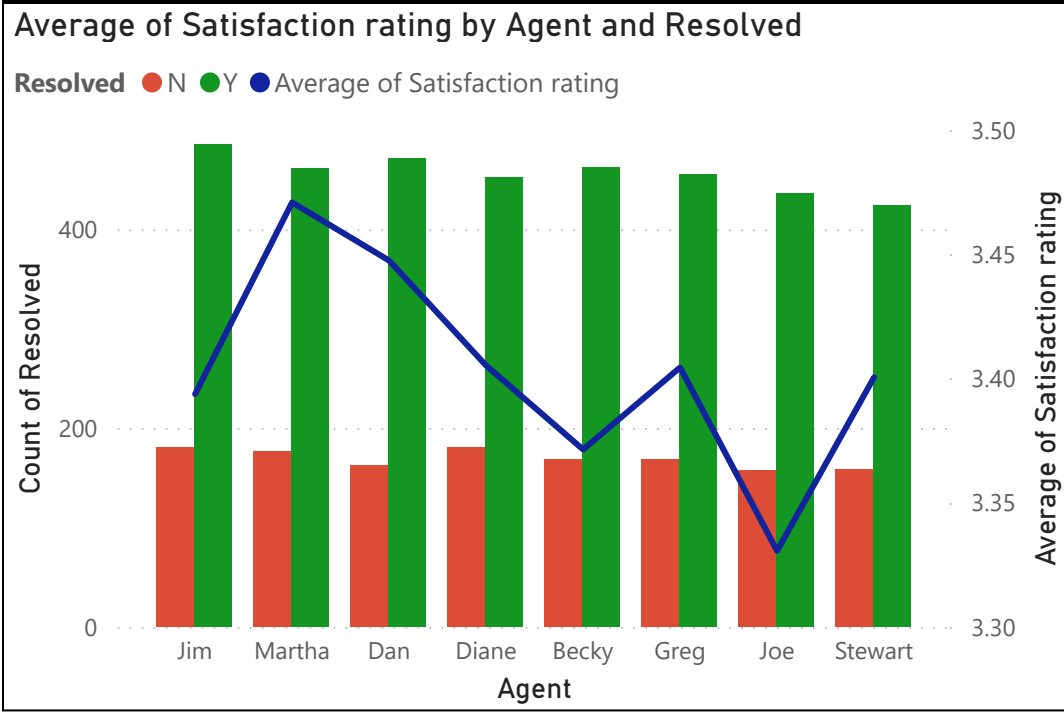
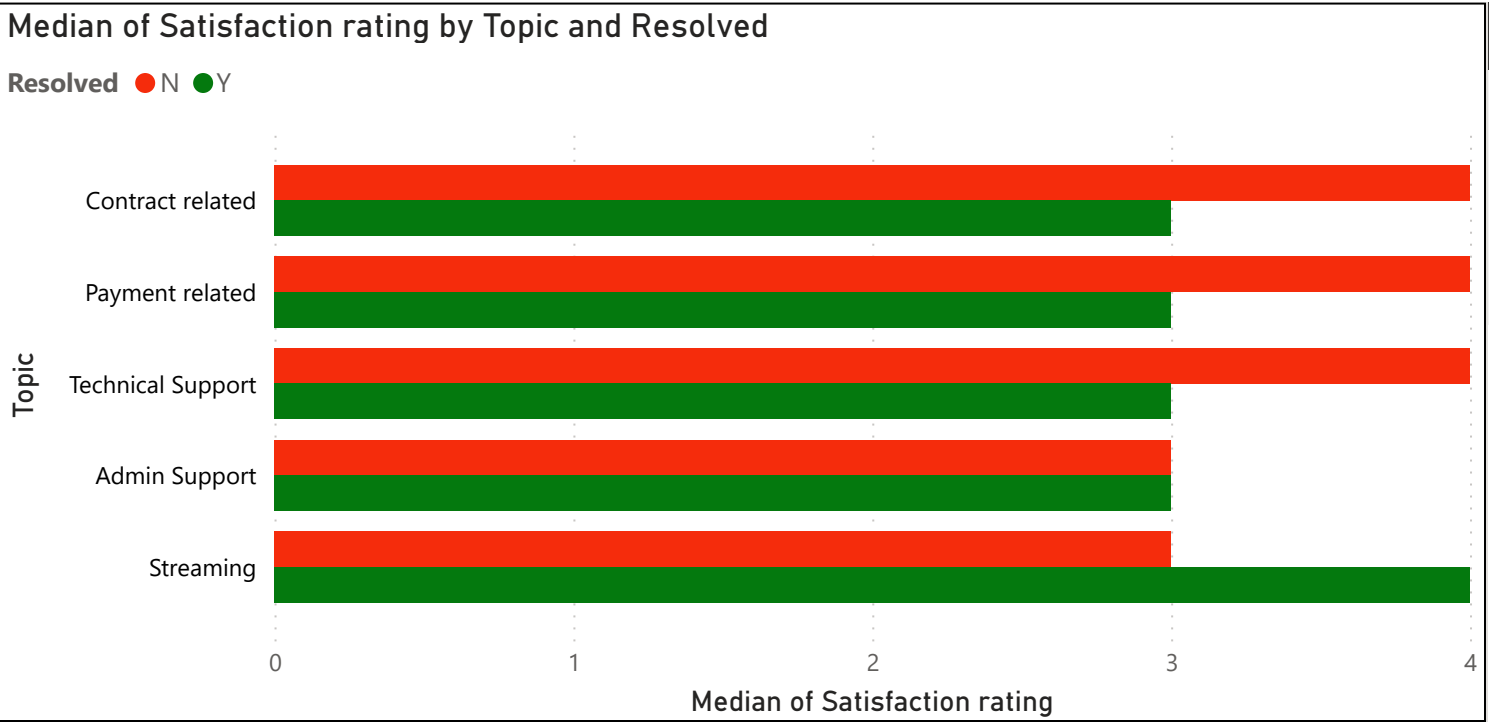
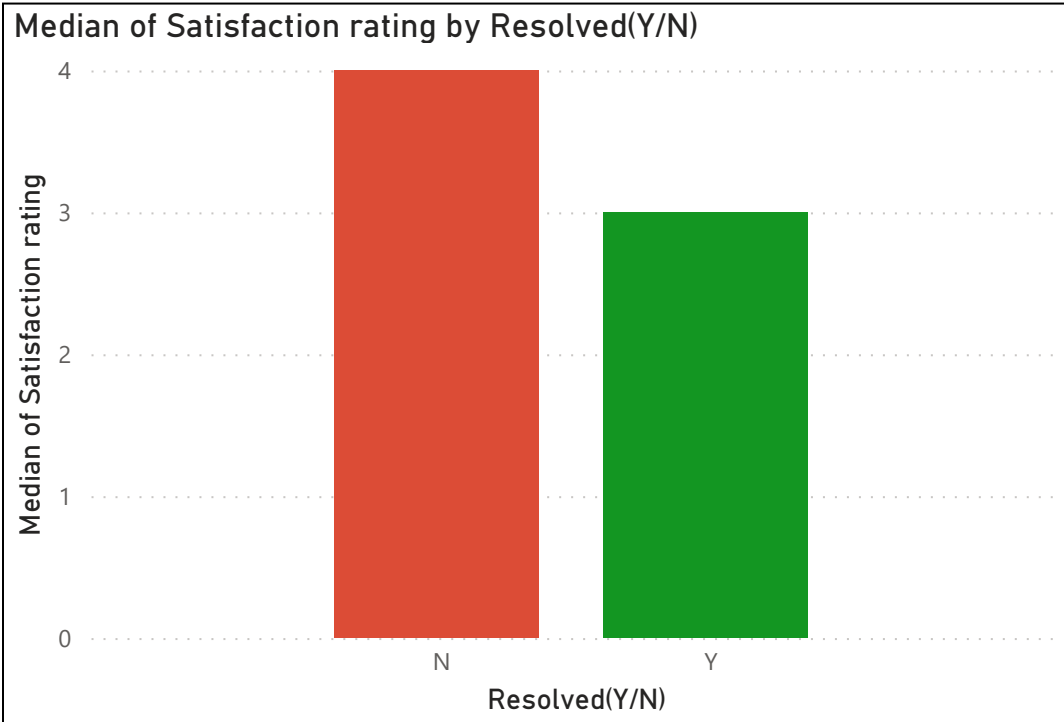
3.40

Count of Calls

5K

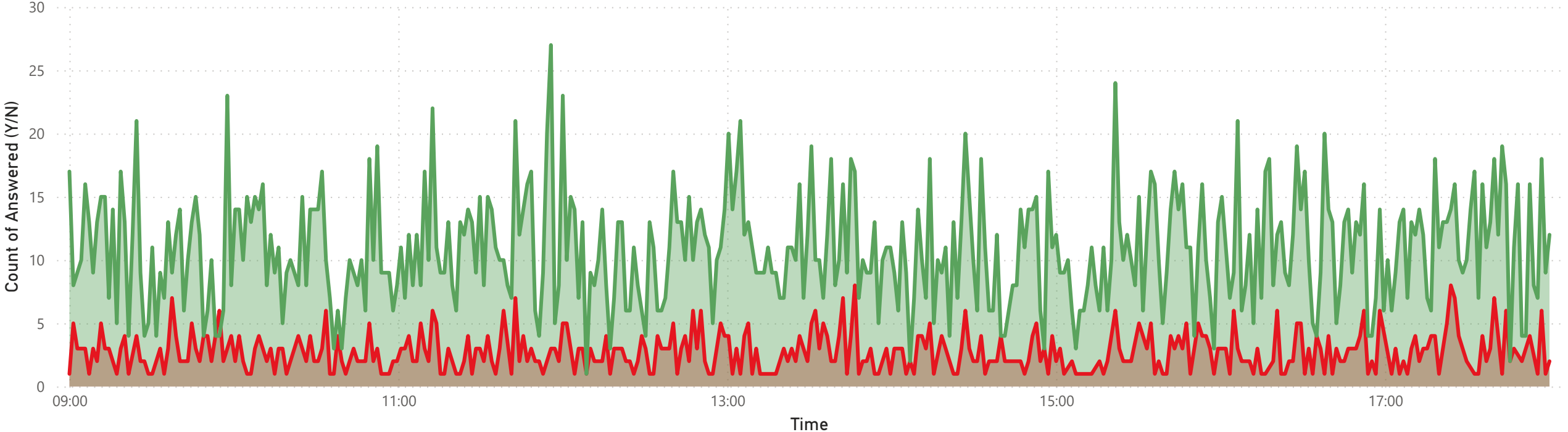
Average of Satisfaction rating by Topic





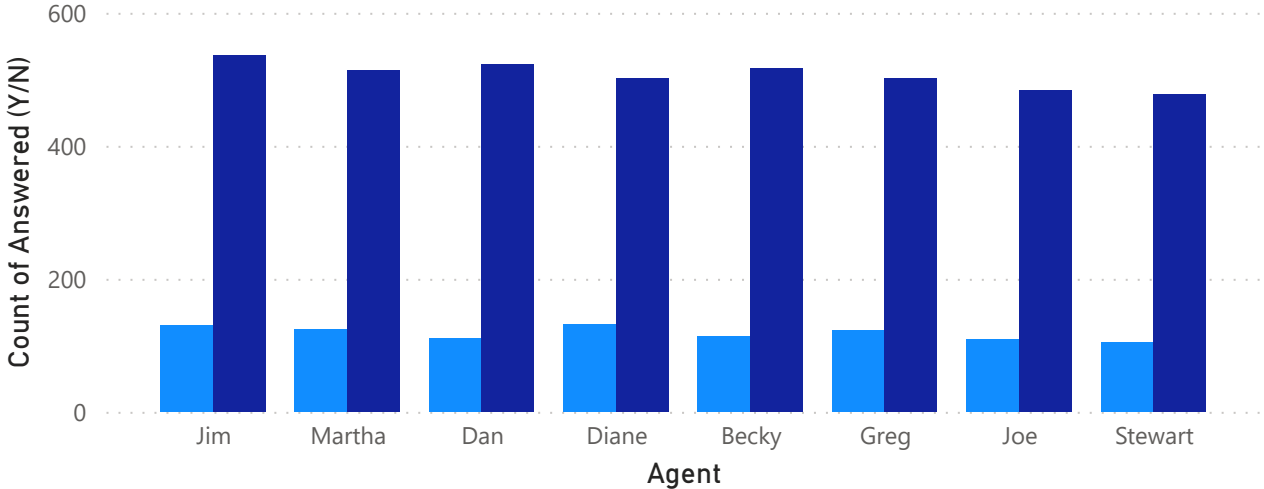
No. of Calls Answered(Y/N) by Time of the Day

Answered (Y/N) ● N ● Y



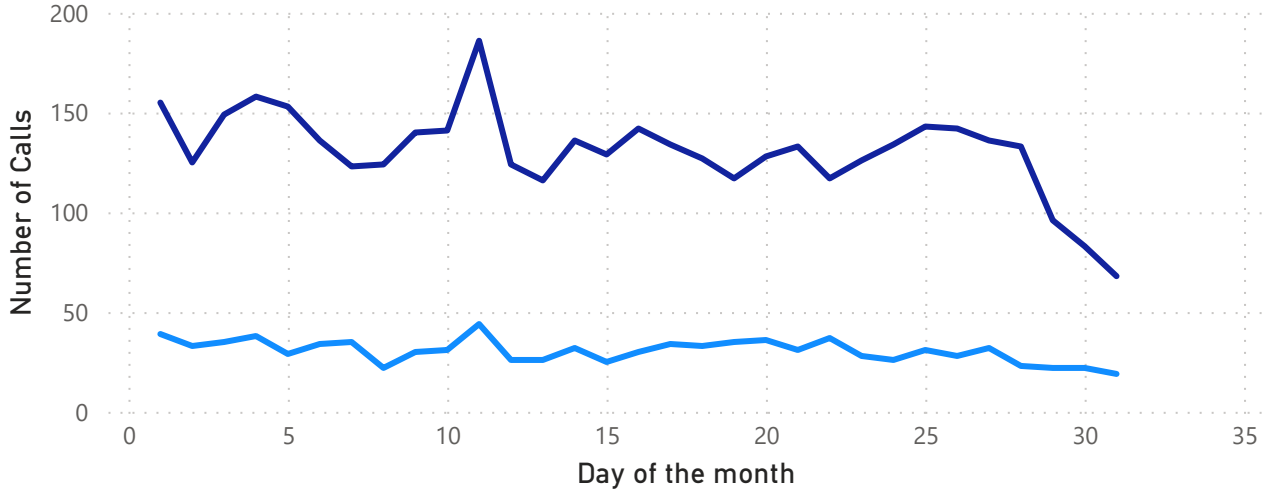
No. of Calls Answered(Y/N) by each Agent

Answered (Y/N) ● N ● Y



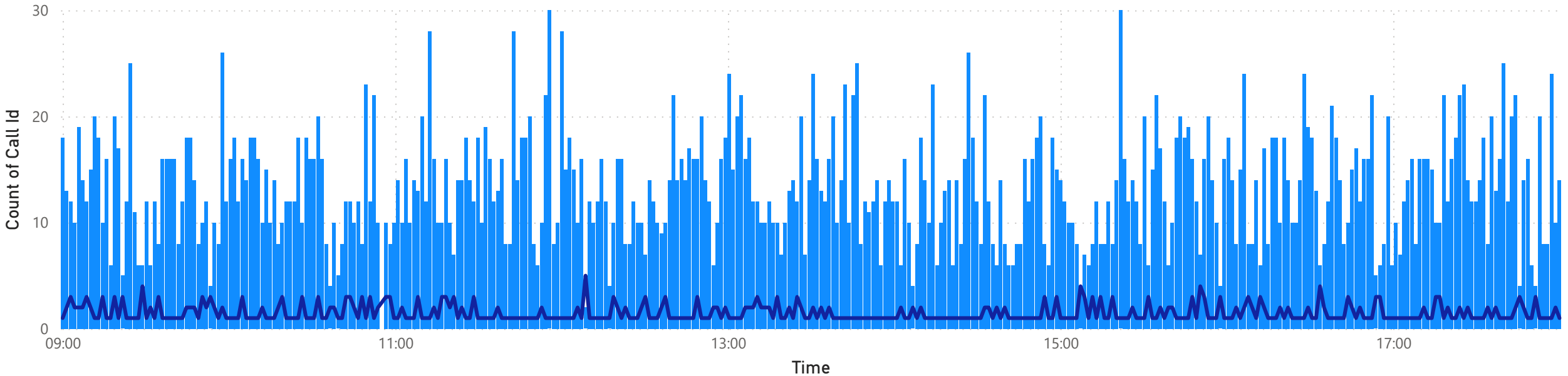
No. of Calls Answered(Y/N) by Day of the Month

Answered (Y/N) ● N ● Y



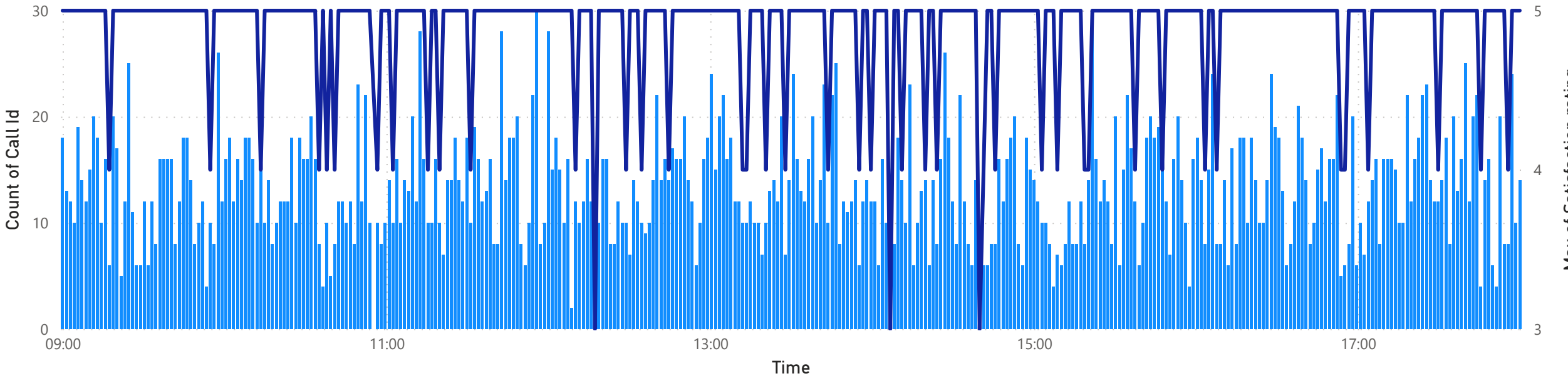
No. of Calls and Min of Satisfaction rating by Time

● Count of Call Id ● Min of Satisfaction rating

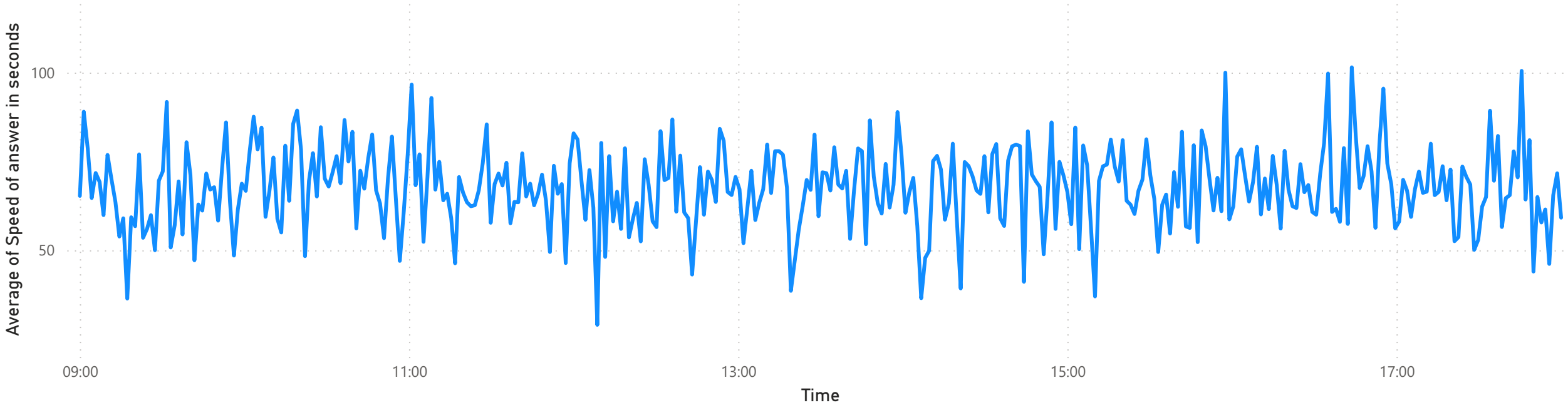


No. of Calls and Max of Satisfaction rating by Time

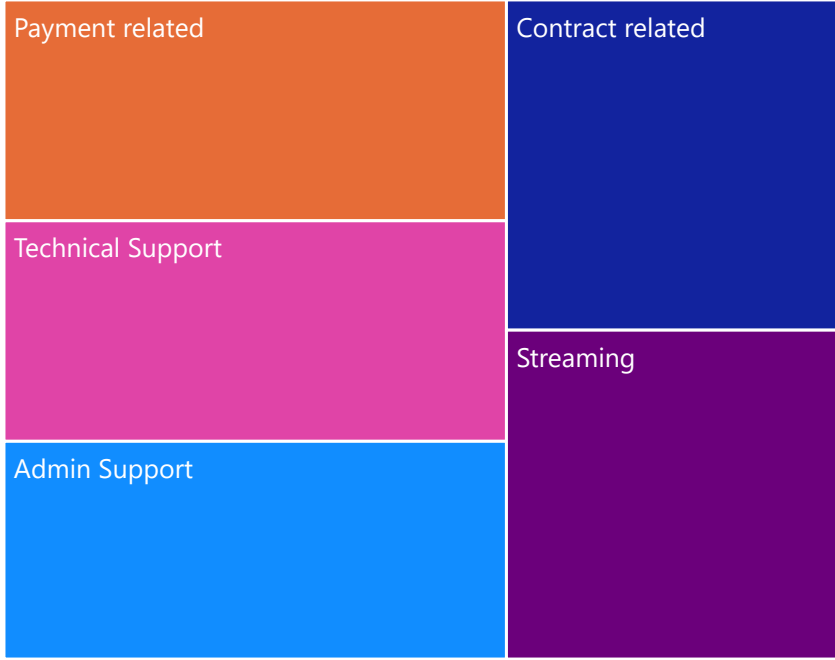
● Count of Call Id ● Max of Satisfaction rating



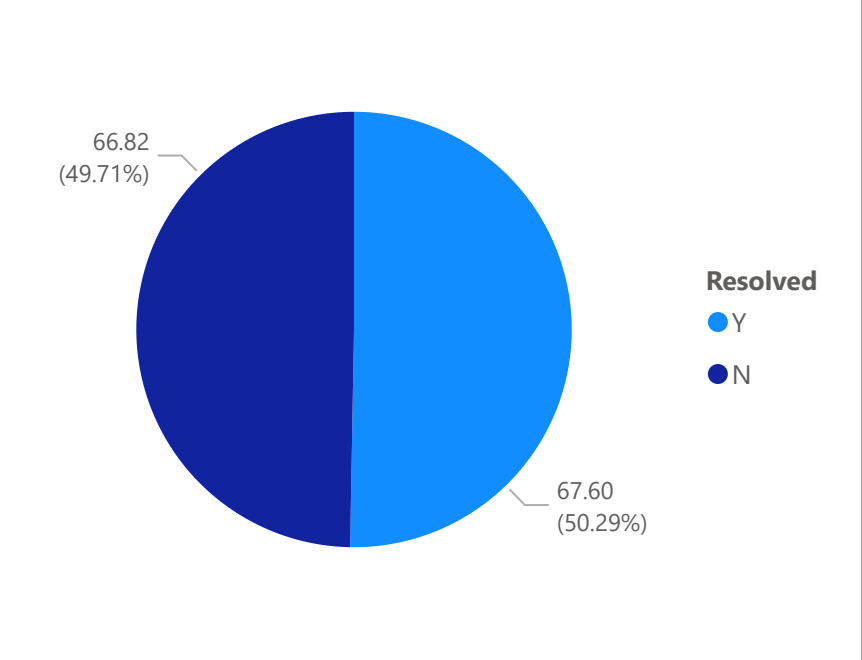
Average of Speed of answer in seconds by Time



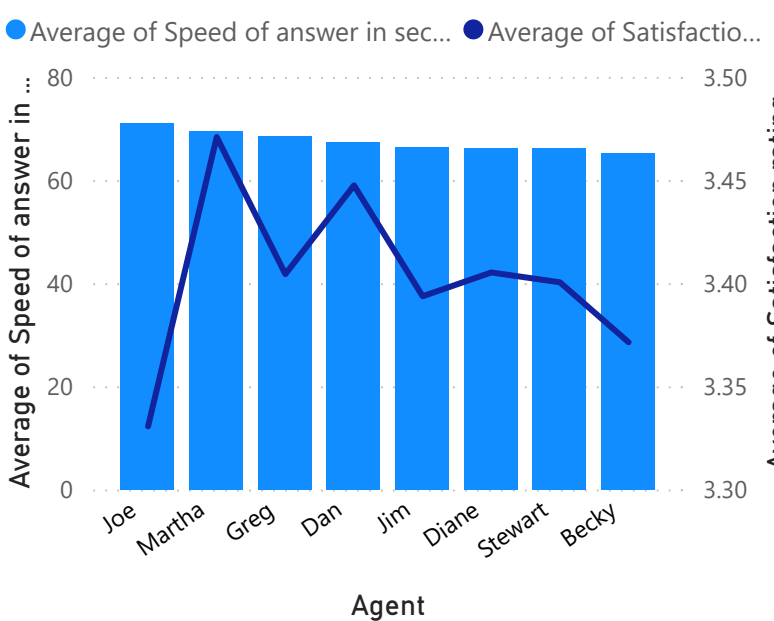
Average of Speed of answer in seconds by Topic

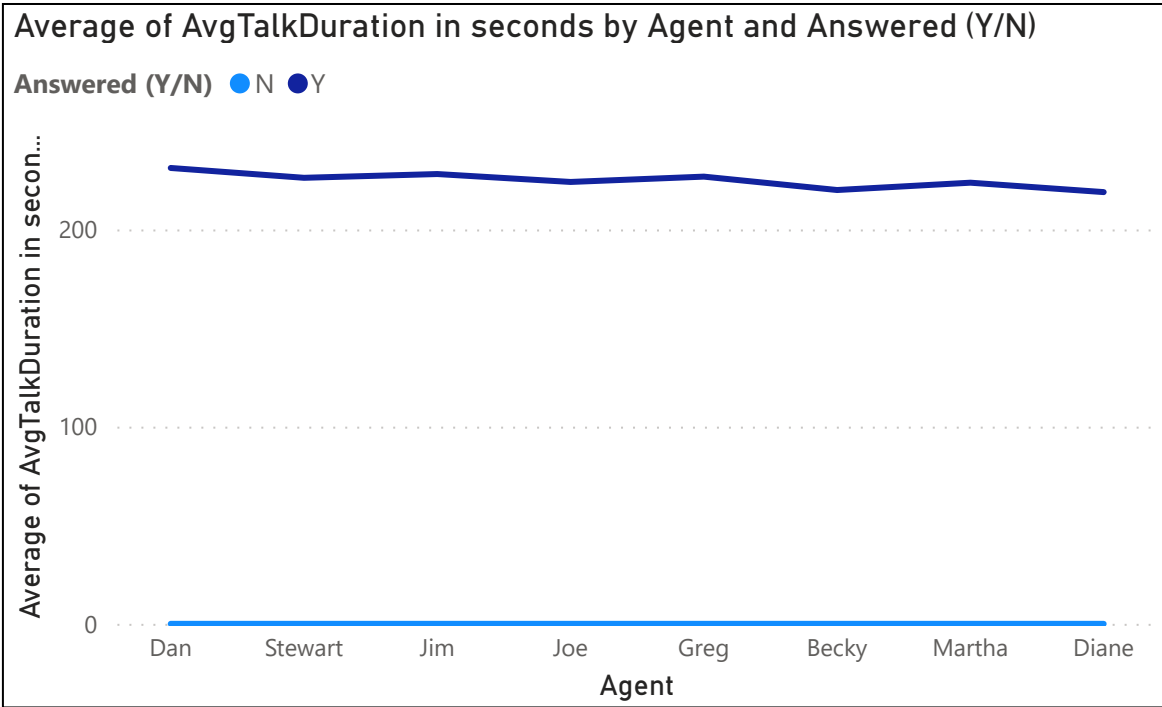
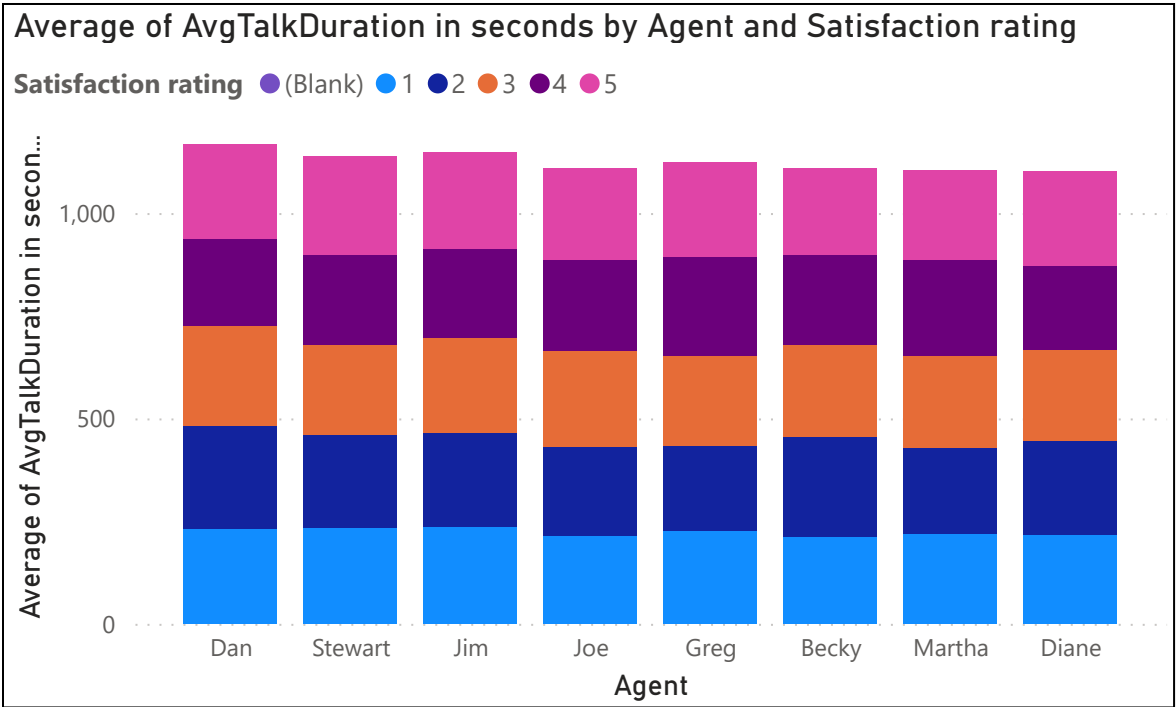
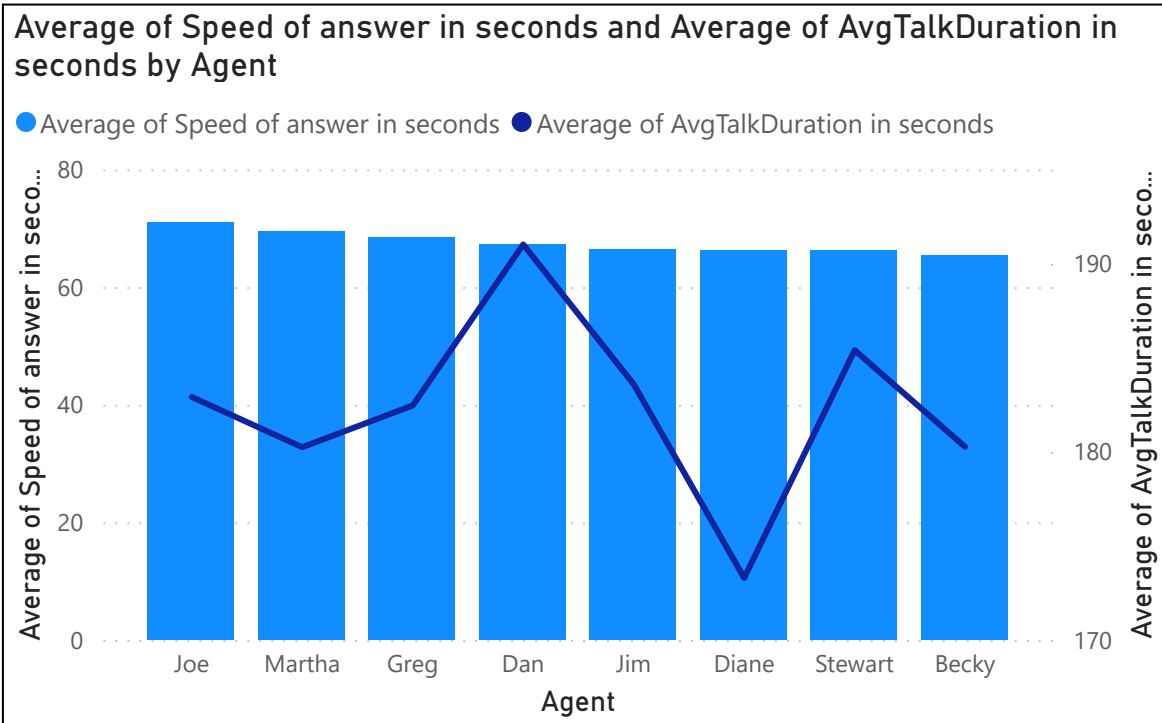
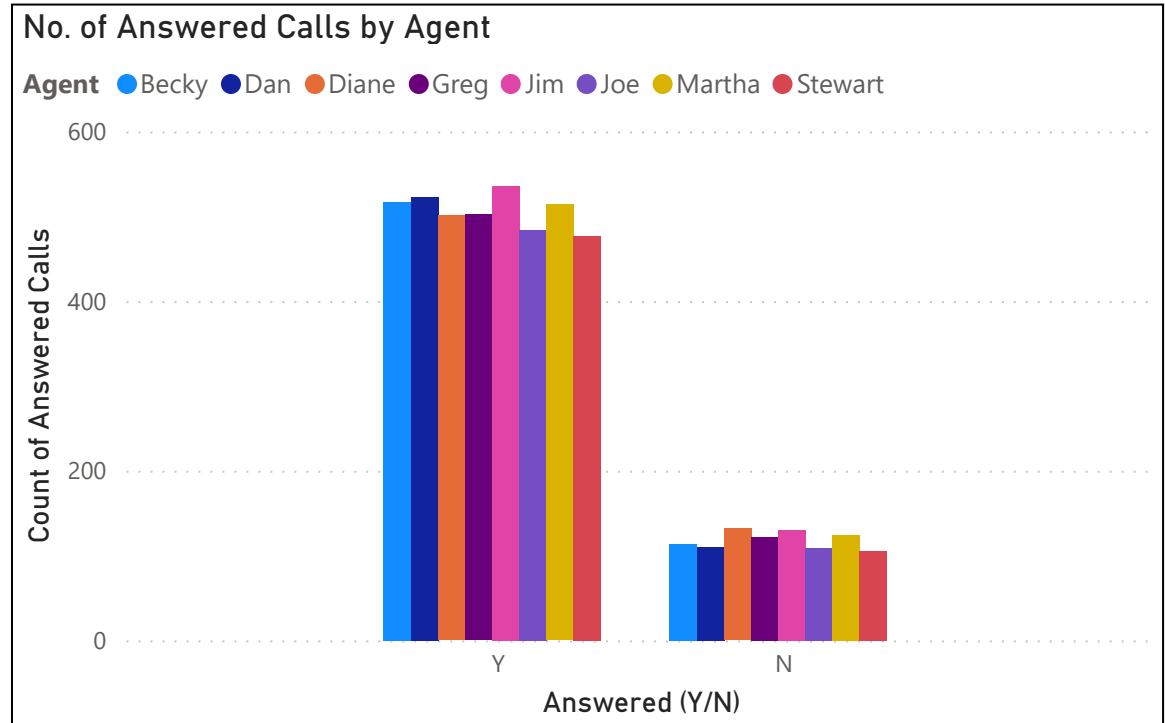


Average of Speed of answer in seconds by Resolved



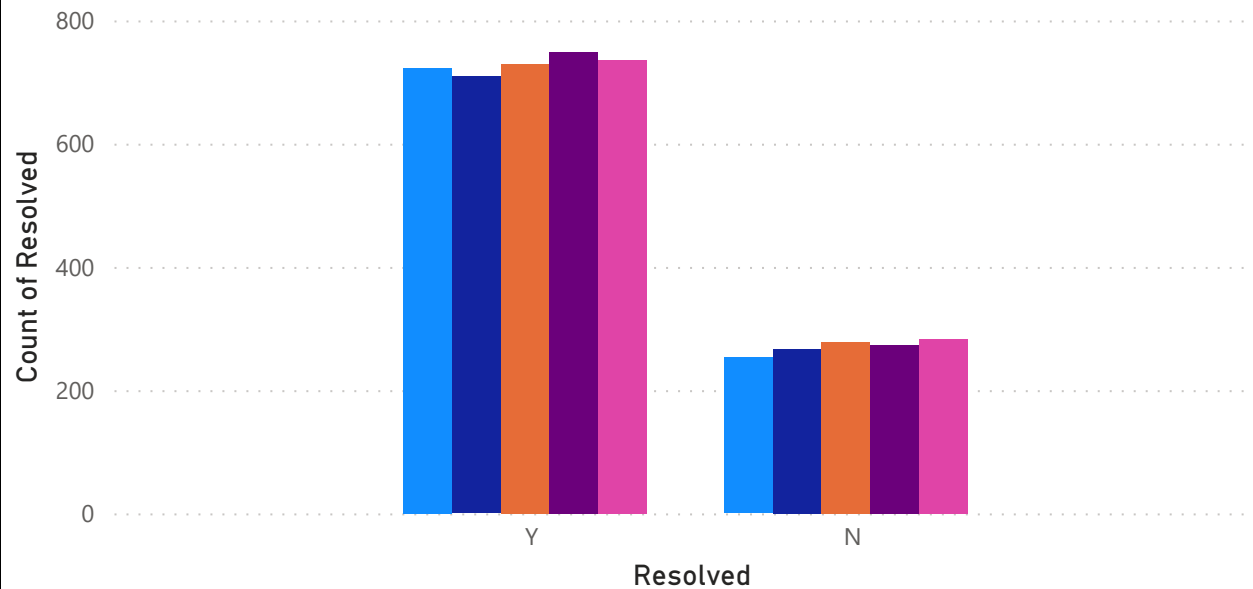
Average of Speed of answer in seconds and Average of Satisfaction rating by Agent



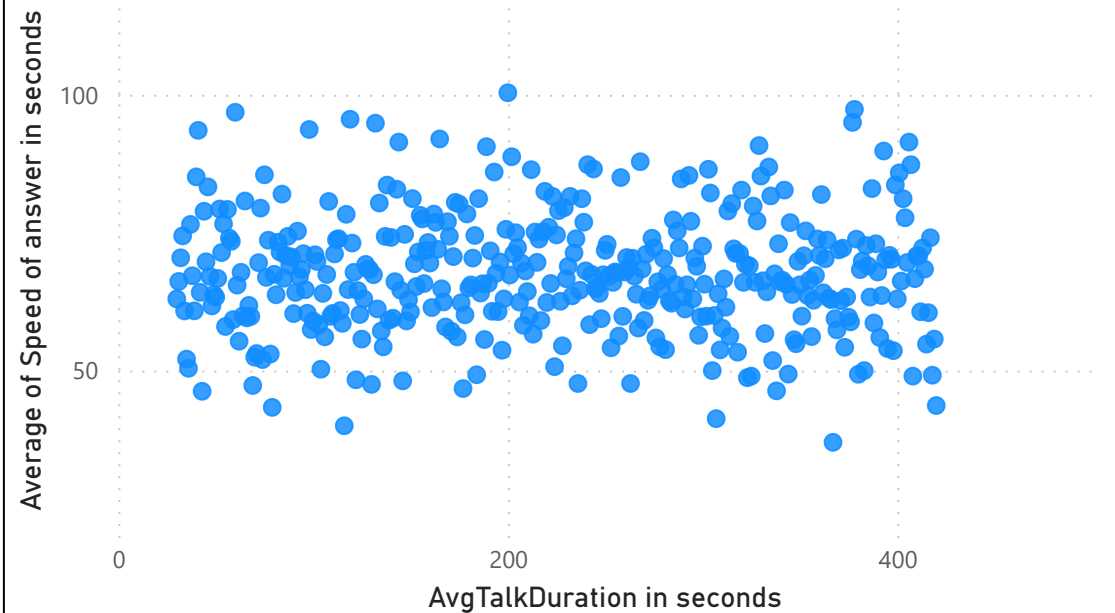


Count of Resolved by Resolved and Topic

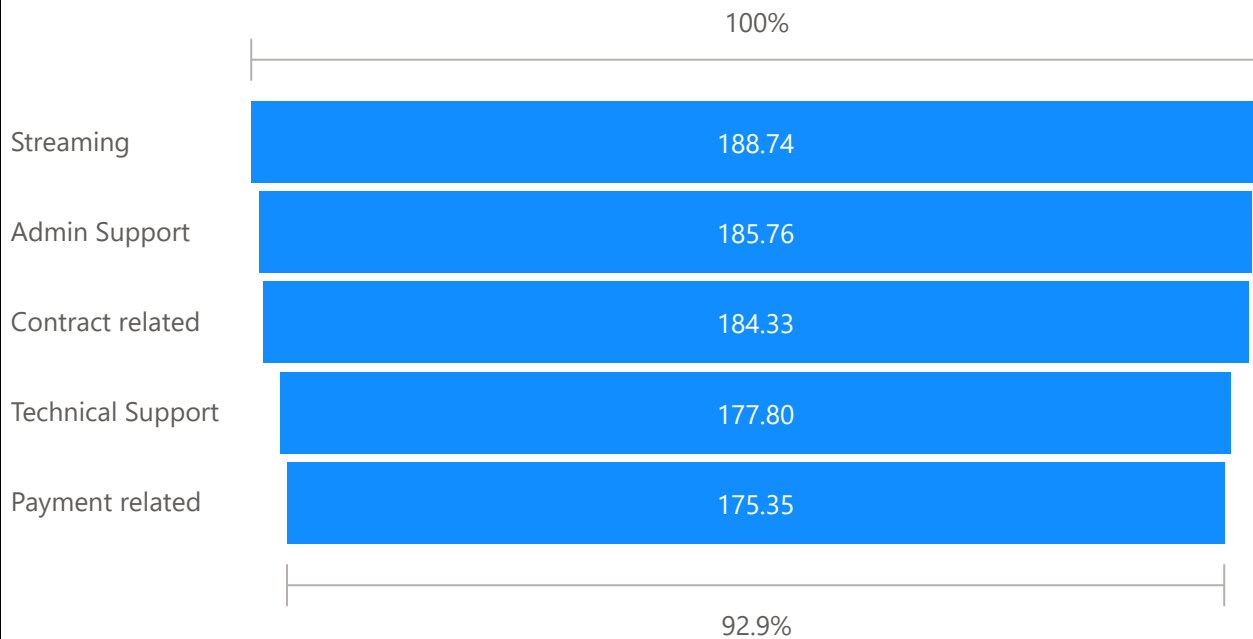
Topic ● Admin Support ● Contract related ● Payment related ● Streaming ● Technical Support



Average of Speed of answer in seconds by AvgTalkDuration in seconds



Average of AvgTalkDuration in seconds by Topic



Sum of Speed of answer in seconds by Agent and Satisfaction rating

Satisfaction rating ● 1 ● 2 ● 3 ● 4 ● 5

