

# Call Center Data Analysis

Total Calls	Calls Answered	Issue Resolved	Total Agents	Avg. Answer Speed(s)	Avg. Call Duration(s)
5000	4054	3646	8	67.52	224.92

Most Issue Resolved

Jim

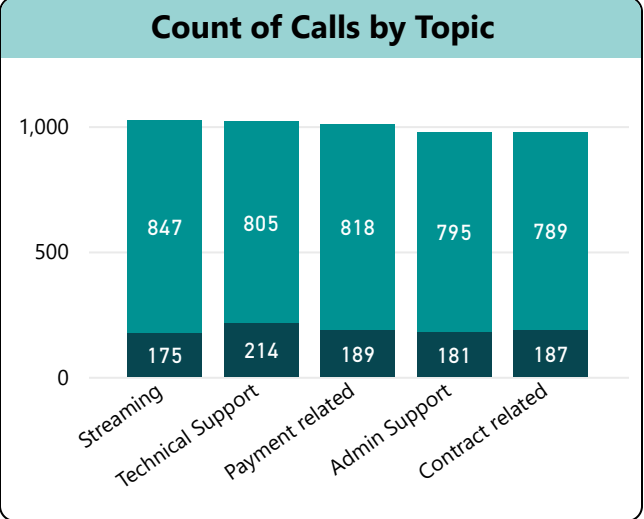
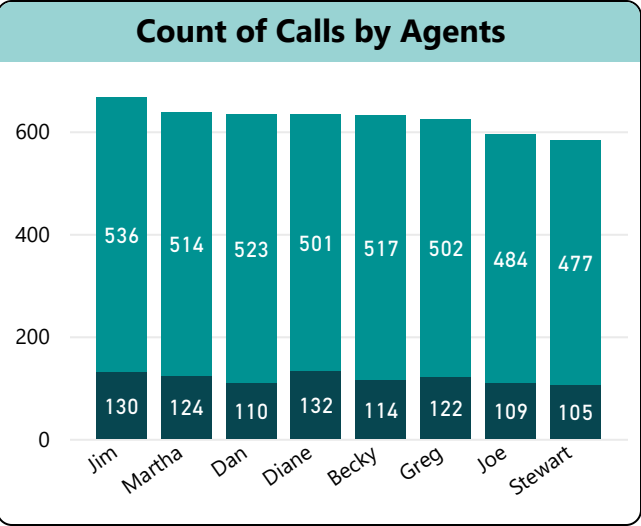
Most Rated

Martha

Most Calls Missed

Diane

Agent Performance Quadrant					
Agent	Total Calls	CallsAnswered	IssueResolved	Avg. Handle Time	ACSF
Jim	666	536	485	228.11	3.39
Martha	638	514	461	223.73	3.47
Dan	633	523	471	231.19	3.45
Diane	633	501	452	218.95	3.41
Becky	631	517	462	220.01	3.37
Greg	624	502	455	226.80	3.40
Joe	593	484	436	224.10	3.33
Stewart	582	477	424	226.21	3.40



Agent

All

Month

All

Day

All

