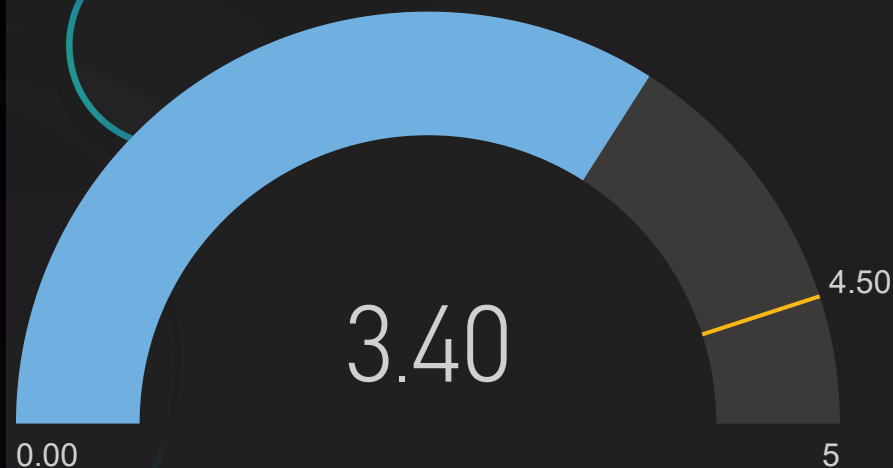


CALL CENTER DATA

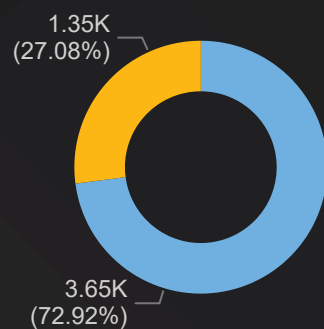
67.52

Average of Speed of answer in seconds

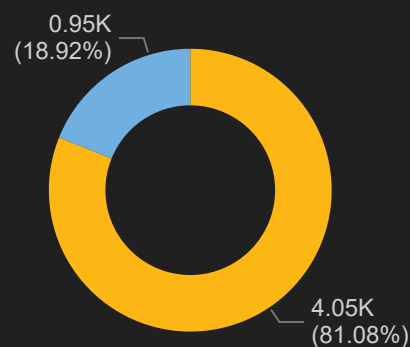
Average of Satisfaction rating



Resolved

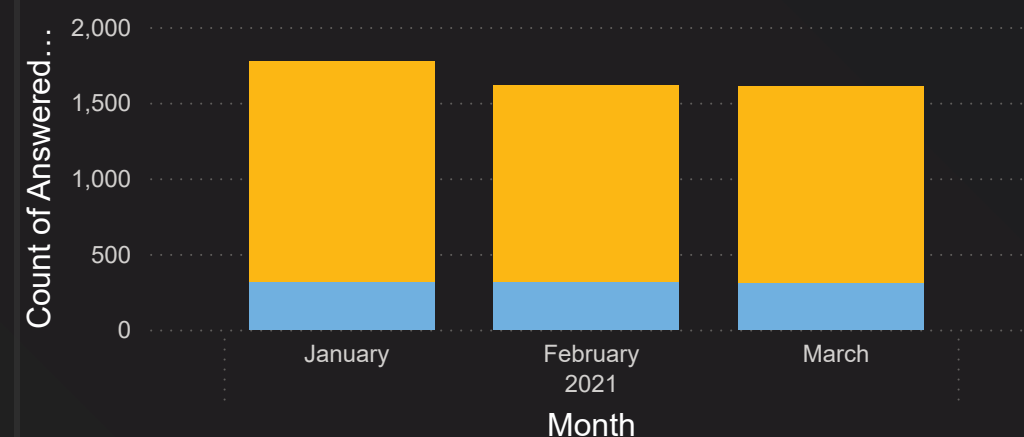


Answered



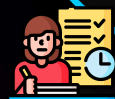
Number of Call per Month

Answered (Y/N) ● N ● Y



Agent Statistics

Agent	Answer	Resolved(y)	Average of Satisfaction rating	Average of SOA (sec)
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52



MONTH