

# CALL CENTER

Date

All

Resolved

All

Agent

All

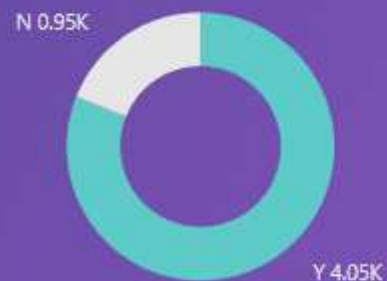
67.52

Average of Speed of answer  
in seconds

Average of Satisfaction rating



Answered



Resolved



Number of Calls per Month

Answered (Y/N) ● N ● Y



Agent Statistics

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