

Call Center Analysis

Agent

▼
All

Topic

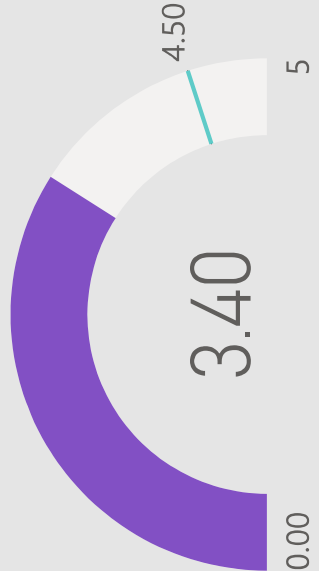
▼
All

Date

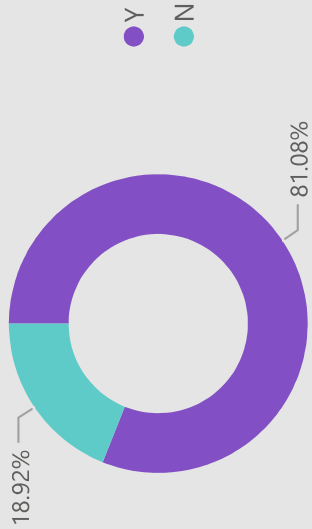
▼
1/1/2021 3/31/2021



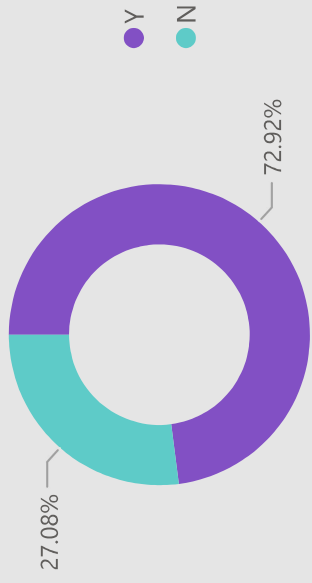
Average Satisfaction



Answered

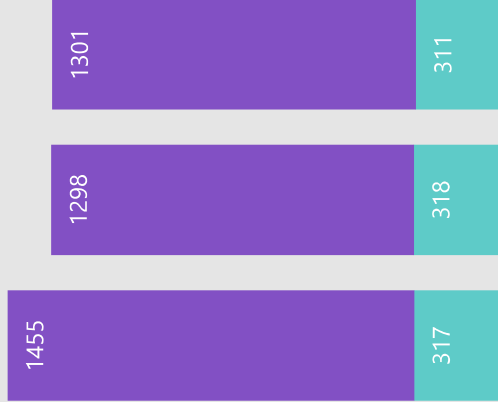


Resolved



Number of call per month

Answered Y N



Agent Statistics

Agent	# of answered	# of resolved	Avg satisfaction
Becky	517	462	
Dan	523	471	
Diane	501	452	
Greg	502	455	
Jim	536	485	
Joe	484	436	
Martha	514	461	
Stewart	477	424	