

Call Center Analysis

Agent

All

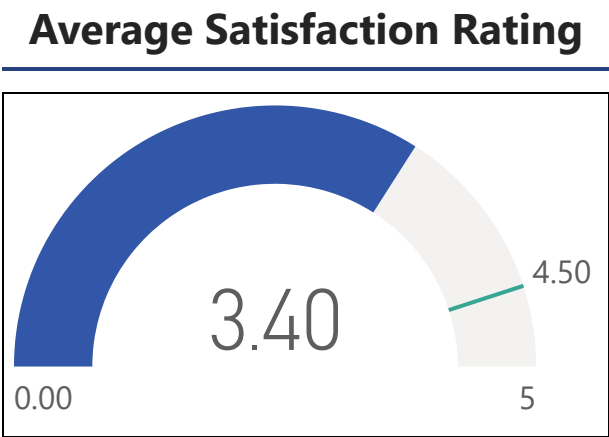
Topic

All

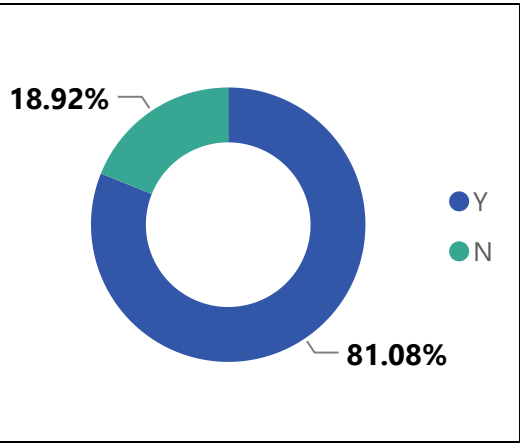
Date Timeline

01-01-2021

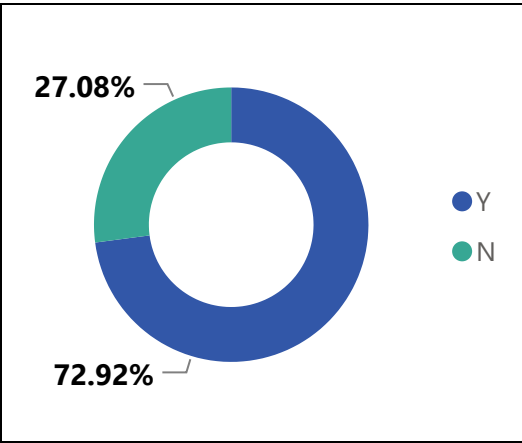
31-03-2021



Answered Calls



Issue Resolved



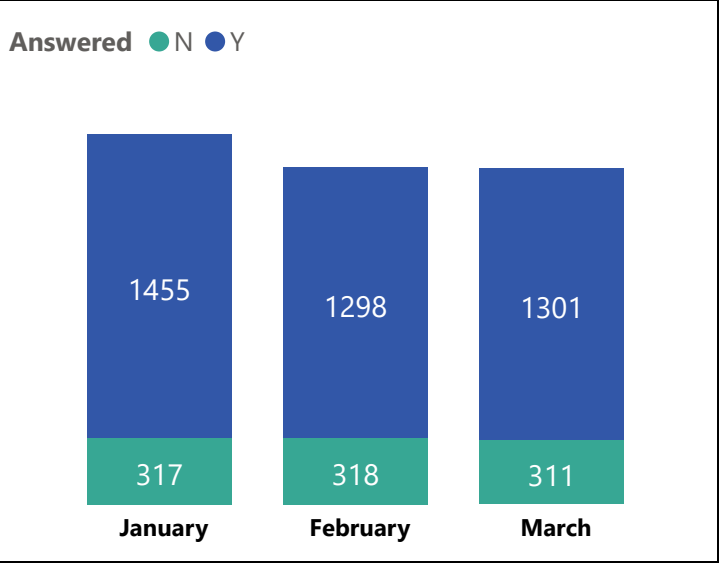
Avg. Speed of Answer (sec)

67.52

Total Calls Answered

4054

Number of Calls per Month



Agent Statistics

Agent	Answered	Resolved (Y)	Avg Satisfaction Rating	Avg SOA (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