

CALL CENTRE TRENDS

Avg Satisfaction

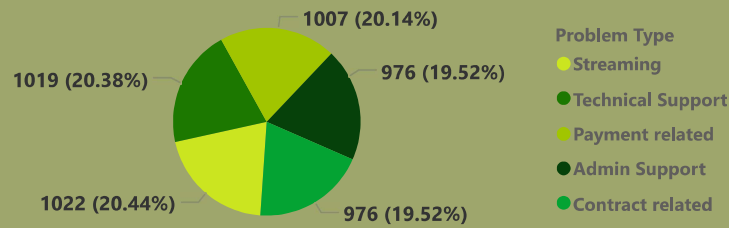


67.52

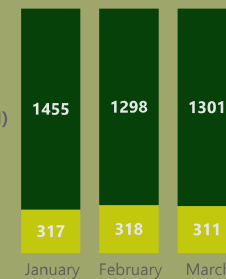
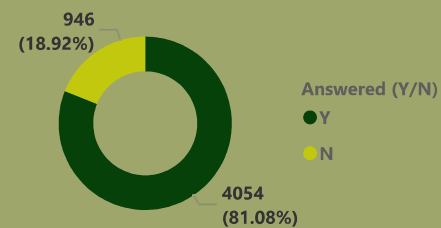
Avg Speed of answer in seconds



Number of problems As Per Type



Overall Answered



Date

01-01-2021

31-03-2021

Agent

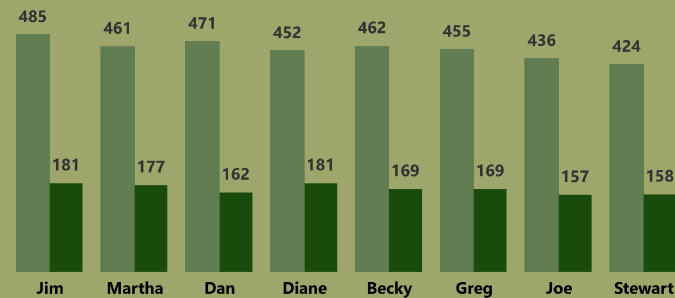
All

Type

All



Issue Resolved ● N ● Y



Agent	EFFICIENCY RATE
Stewart	88.89
Martha	89.69
Joe	90.08
Jim	90.49
Greg	90.64
Diane	90.22
Dan	90.06
Becky	89.36
Total	89.94