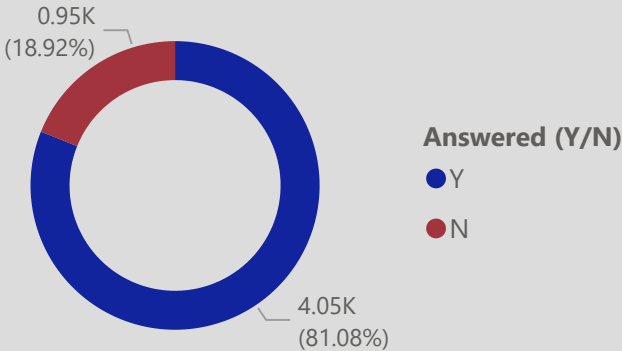
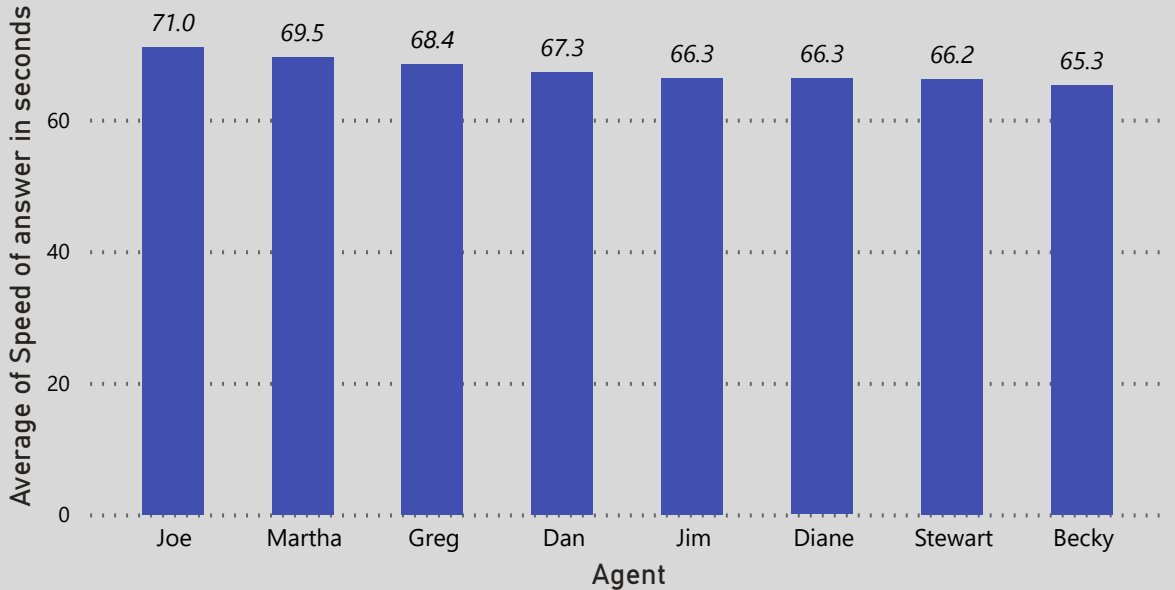


Overall calls answered or abandoned



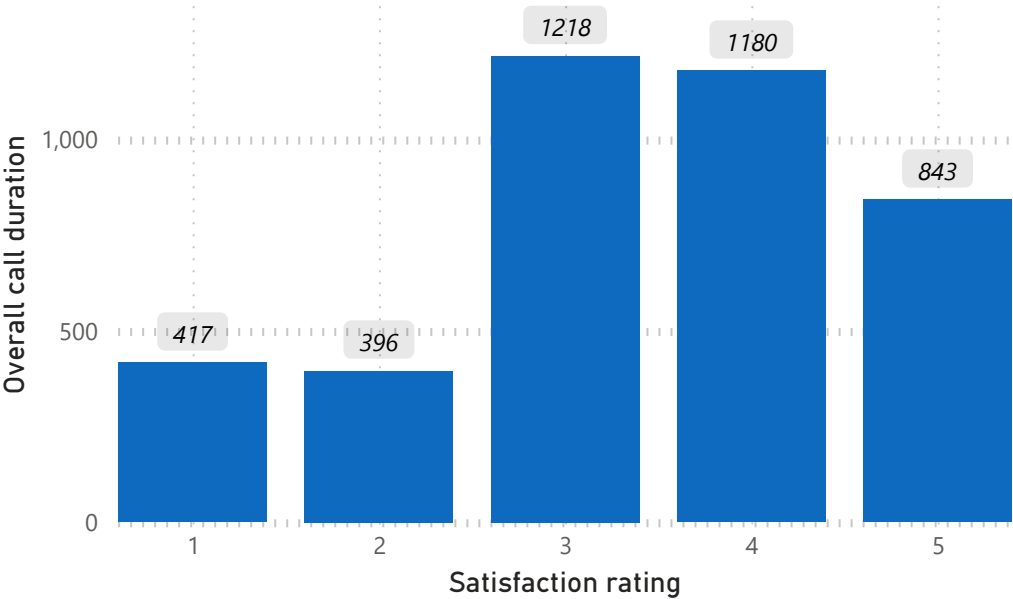
Average speed of answer



Calls by time

Time	Number of calls
09:00:00	18
09:01:26	13
09:02:53	12
09:04:19	10
09:05:46	19
09:07:12	14
09:08:38	12
09:10:05	15
09:11:31	20
09:12:58	18
09:14:24	10
09:15:50	16
09:17:17	6
09:18:43	20
09:20:10	17
09:21:36	5
09:23:02	12
09:24:29	25
09:25:55	11
09:27:22	6
09:28:48	6
09:30:14	12
09:31:41	6
09:33:07	12
09:34:34	8
09:36:00	16
09:37:26	16
09:38:53	16
09:40:19	16
09:41:46	8
09:43:12	12
09:44:38	18
09:46:05	18

Overall customers satisfaction



Agent's performance quadrant

