

# Call Center

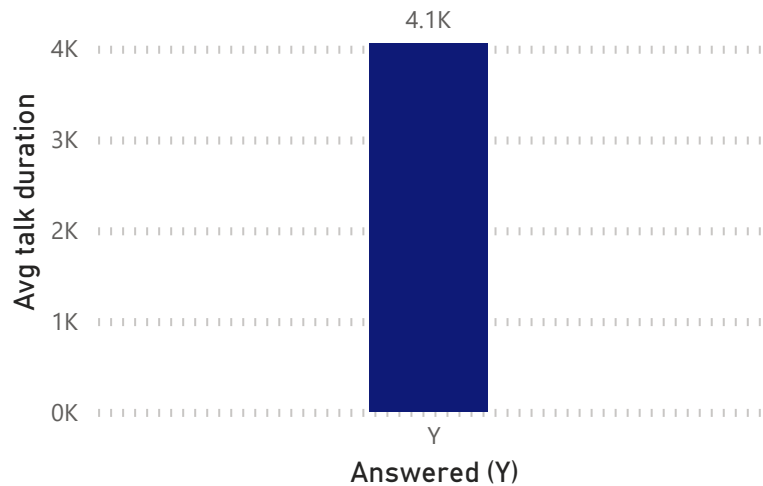
## Agent's statistics

Agent

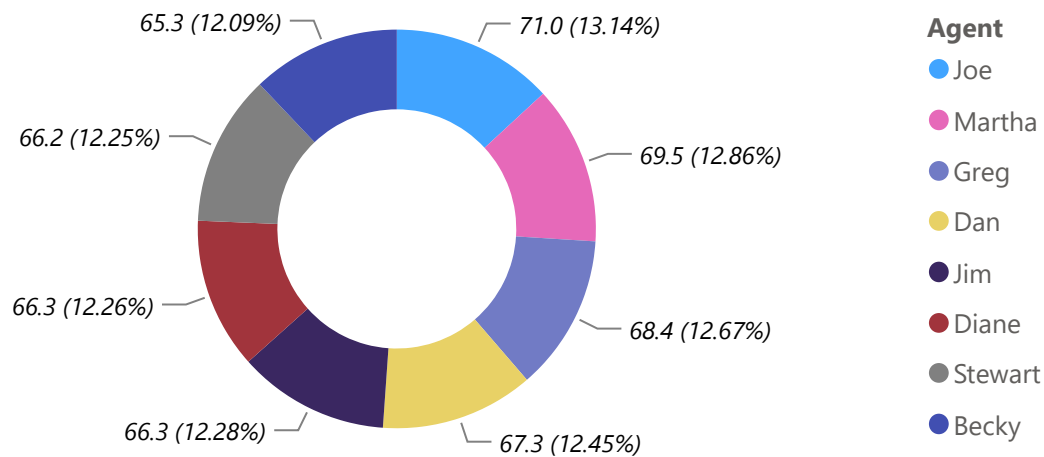
All



## Average handle time vs calls answered



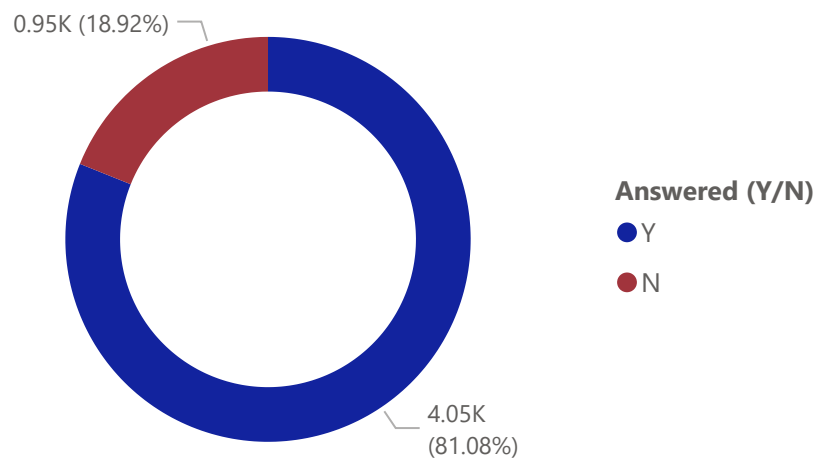
## Average speed of answer in secs



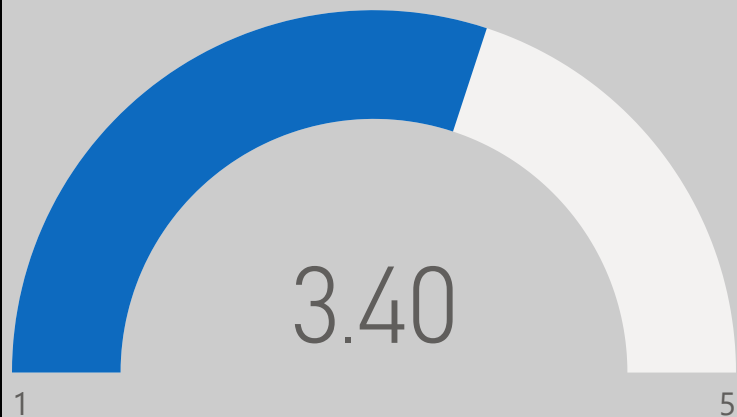
## Calls by time

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

## Overall calls answered or abandoned



## Overall customers satisfaction



## Number of resolved cases

