



Total calls

5000



AVG Speed of Answer

67.52



AVG Rating

3.40



01/01/2021

31/03/2021

Admin Support

Contract related

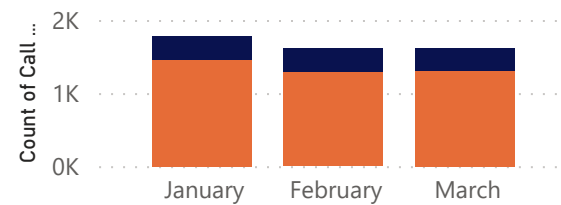
Payment related

Streaming

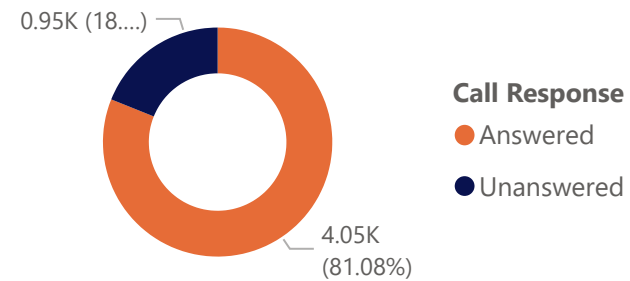
Technical Support

Count of Call Response by Month and Call Response

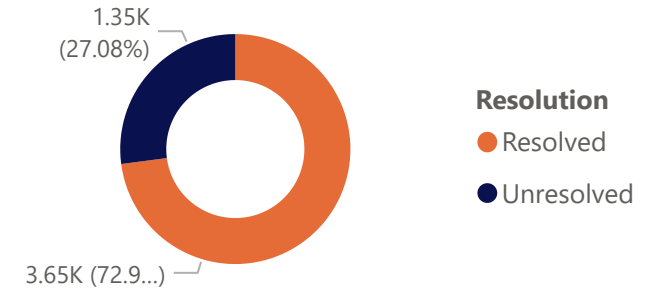
Call Resp... ● Answered ● Unanswered



Count of Call Response by Call Response



Count of Resolution by Resolution



Average of Speed of answer in seconds by Agent



Agent	Answered	Resolved	AVG Speed of answer
Becky	517	462	65.33
Dan	523	471	67.28
Diane	501	452	66.27
Greg	502	455	68.44
Jim	536	485	66.34
Joe	484	436	70.99
Martha	514	461	69.49
Total	4054	3646	67.52

Resolved and Average of Speed of answer in seconds by Topic

