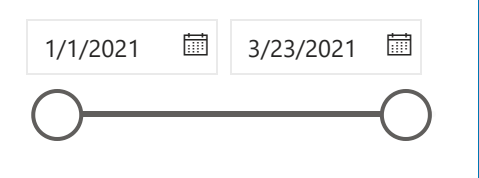


Call Center Report



Agent
Becky

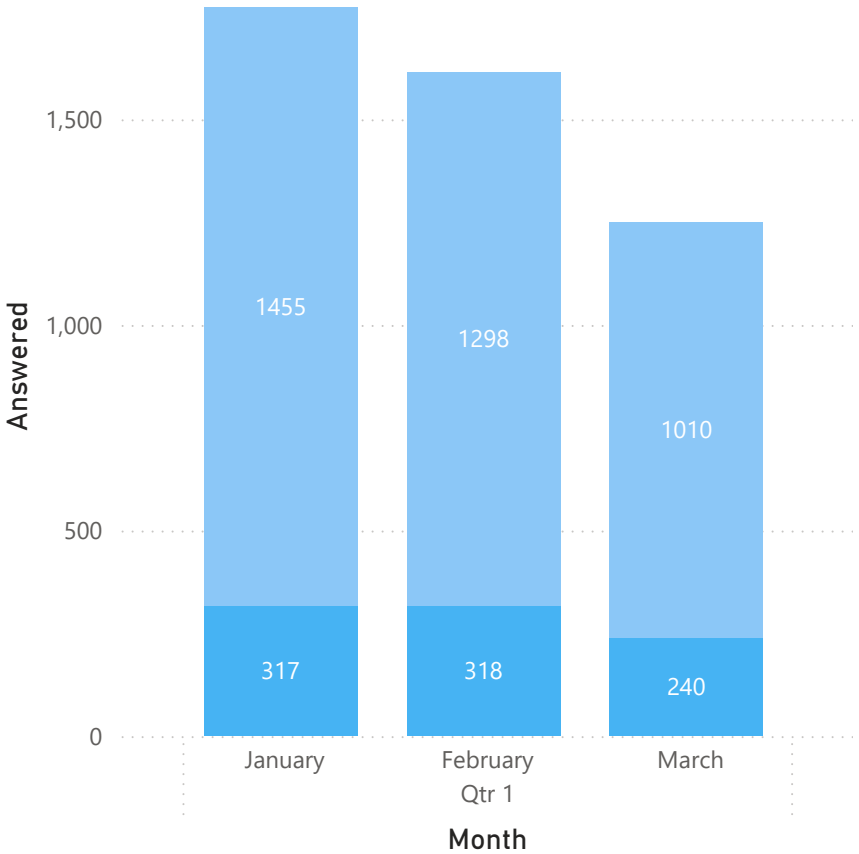
Topic
Admin...

Avg SOA(in..
67.51

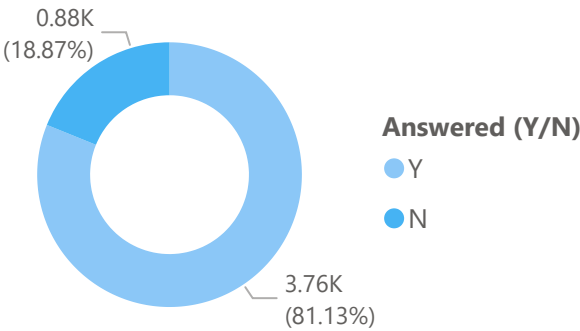
Average of...
3.41

Answered (Y/N)

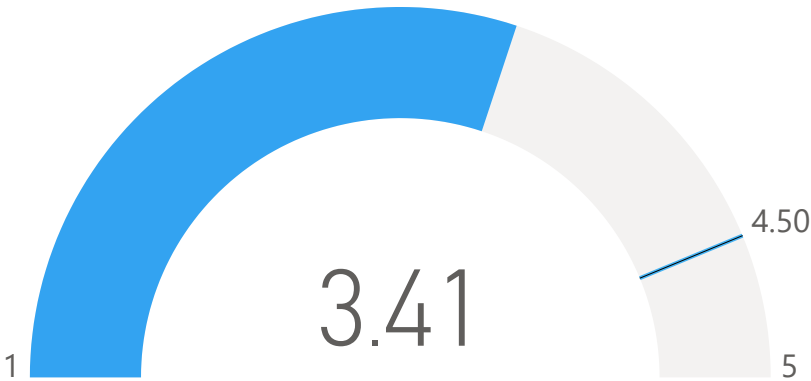
Answered (Y/N) ● N ● Y



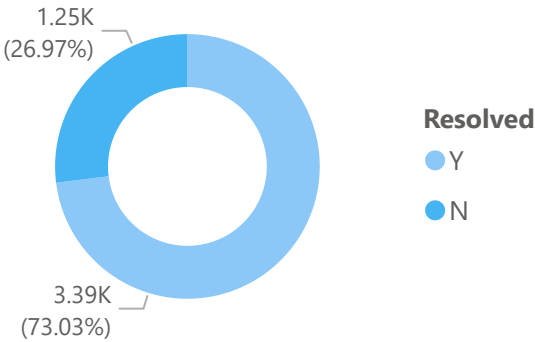
Answered (Y/N)



Average of Satisfaction rating



Resolved



Agent	Answered (Y/N)	Avg Satisfaction rating	Avg SOA (in Second)
Jim	619	3.40	65.99
Diane	596	3.40	66.04
Martha	595	3.47	69.14
Dan	586	3.45	67.44
Becky	583	3.37	65.43
Greg	576	3.41	68.24
Joe	546	3.33	71.63
Stewart	537	3.42	66.35
Total	4638	3.41	67.51