

Month

▼

All▼

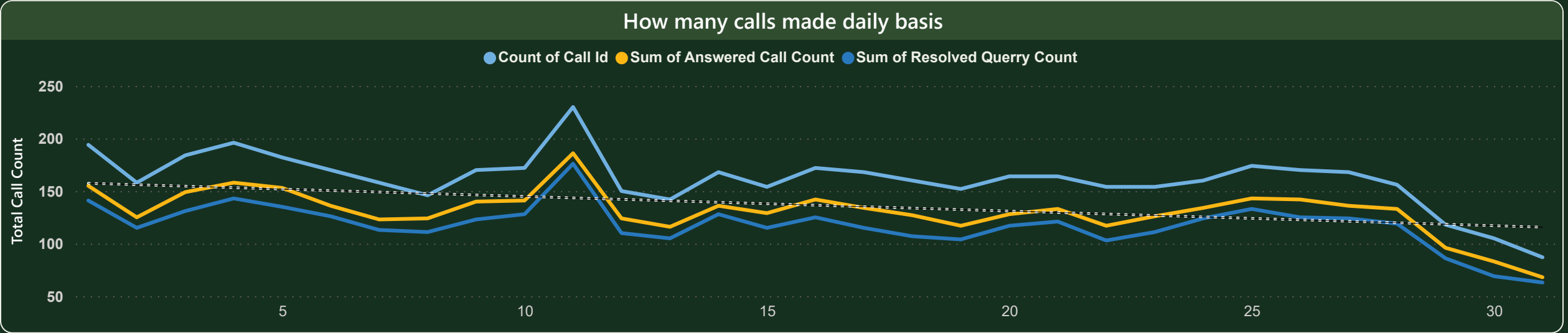
CALL CENTER TREND ANALYSIS

Agent

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All▼

Total Calls	Answered Calls	Resolved Calls	Avg Call Response Time	Avg Call Duration	Avg Satisfaction Rationg
5000	4054	3646	67.52	3.75	3.40



Agent	Count of Call Id	Sum of Answered Call Count	Sum of Resolved Query Count	Sum of Total Call Duration in Seconds
Jim	666	536	485	122269
Dan	633	523	471	120912
Martha	638	514	461	114995
Greg	624	502	455	113855
Becky	631	517	462	113745
Total	5000	4054	3646	911837

Agent Overall Ratings					
Agent	1	2	3	4	5
Becky	64	84	450	640	505
Dan	49	94	498	572	590
Diane	50	100	465	556	535
Greg	43	114	483	544	525
Jim	57	108	471	628	555
Total	417	792	3654	4720	4215