

Agent

All

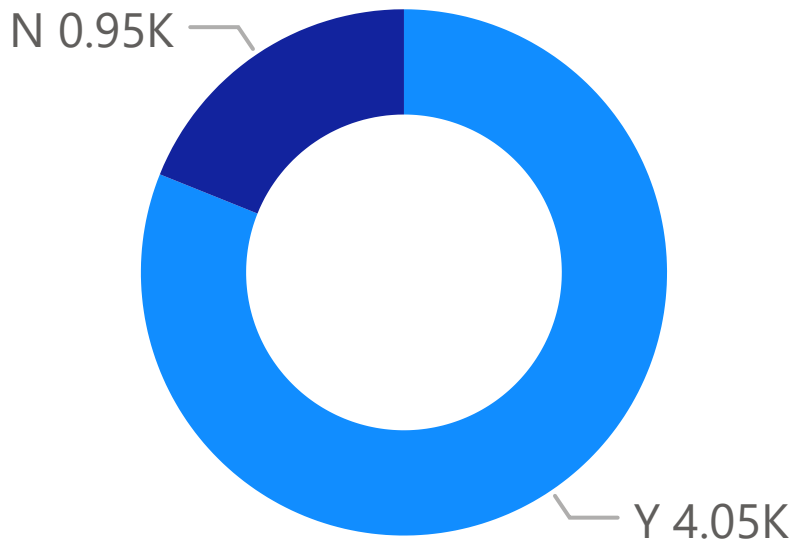
Resolved

All

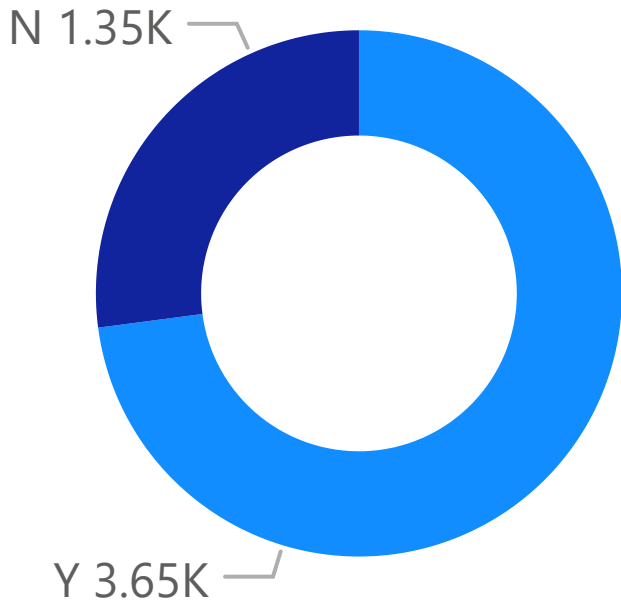
Date

All

Answered



Resolved



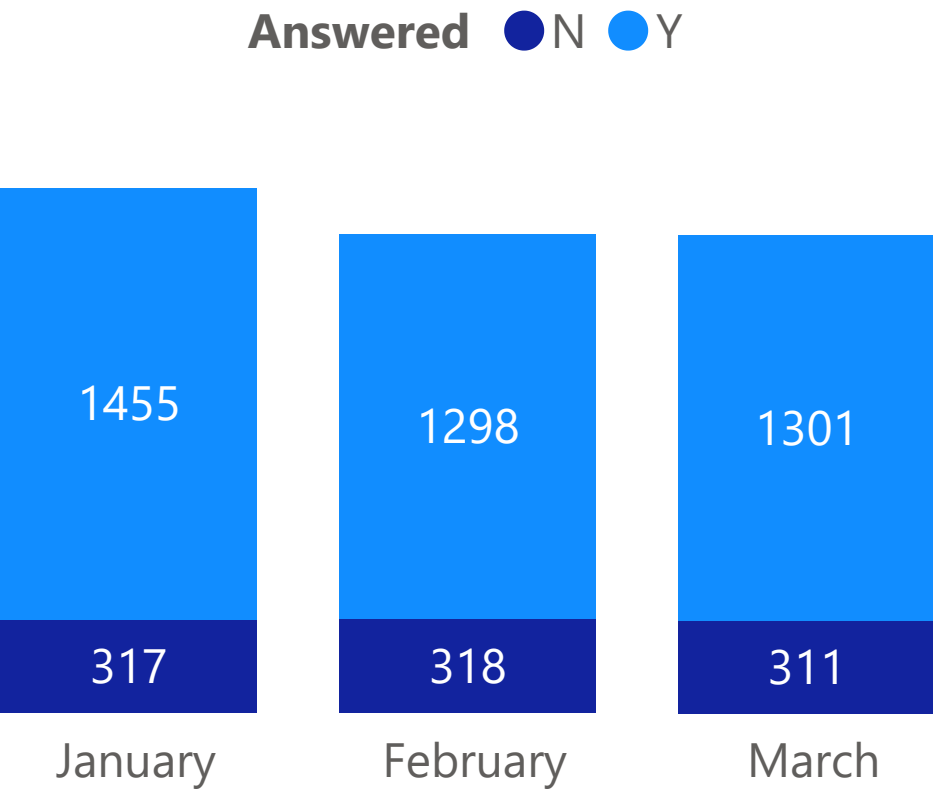
67.52

Average of Speed of answer in seconds

Agent Statistics

Agent	Resolved(Y)	Answer	Avg Satisfaction rating	Avg SOA(in sec)
Joe	436	484	3.33	70.99
Martha	461	514	3.47	69.49
Greg	455	502	3.40	68.44
Dan	471	523	3.45	67.28
Jim	485	536	3.39	66.34
Diane	452	501	3.41	66.27
Stewart	424	477	3.40	66.18
Becky	462	517	3.37	65.33
Total	3646	4054	3.40	67.52

Number of calls per month



Average Satisfaction rating

