

Call Center



Trends

AGENT

All

1/1/2021

3/31/2021

Total Answered Calls

795

Total Resolved Calls

723

Admin Support

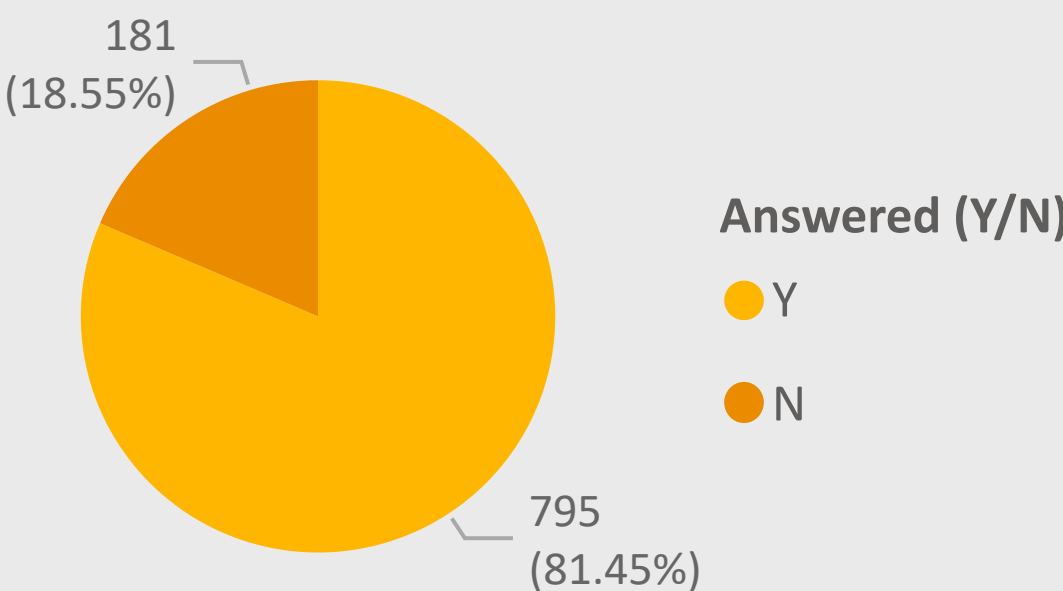
Contract related

Payment related

Streaming

Technical Support

Call Statistics



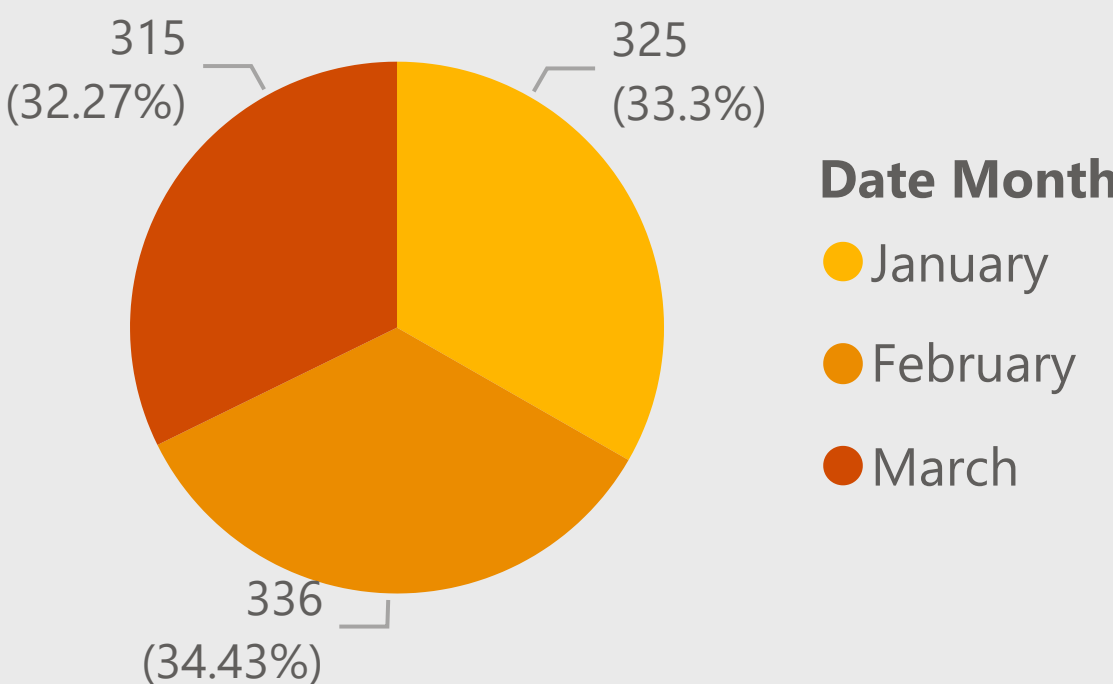
Average Satisfaction Rating



Average answering speed(sec)

67.25

Count of Call Id by Month



Agent Statistics

Agent	Average of Satisfaction rating	Total answered calls	Total resolved calls
Becky	3.44	100	90
Dan	3.51	87	80
Diane	3.33	108	103
Greg	3.35	105	94
Jim	3.42	116	106
Joe	3.49	93	87
Martha	3.47	92	83
Stewart	3.43	94	80
Total	3.43	795	723