

OptiConnect Solutions

Departments				
Air Conditioner	Fridge	Television	Toaster	Washing Machine

Agent

☐

Select all

☐

Becky

☐

Dan

☐

Diane

☐

Greg

☐

Jim

☐

Joe

☐

Martha

☐

Stewart

Total Calls

1772

Calls Answered

1455

Calls Not Answered

18%

Avg Speed of Answer

67.22

calls<180 Sec

563

Calls% <180

32%

Resolved

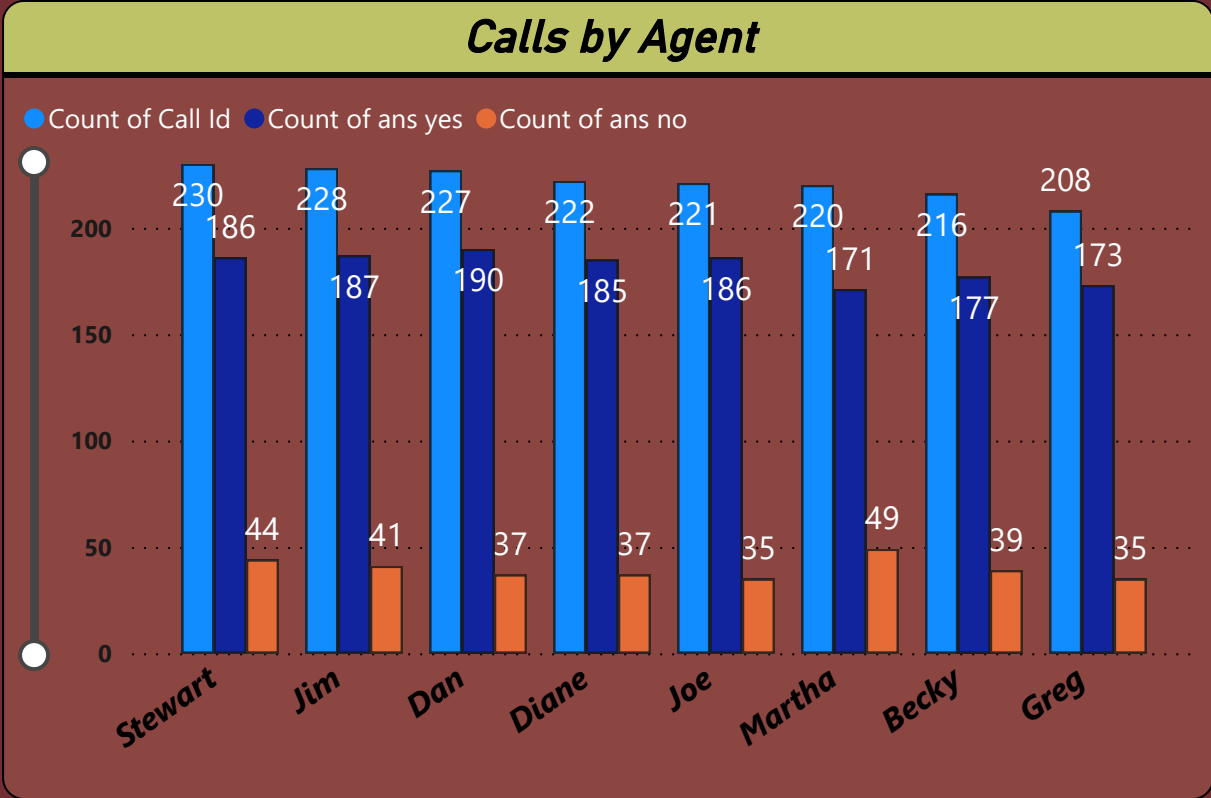
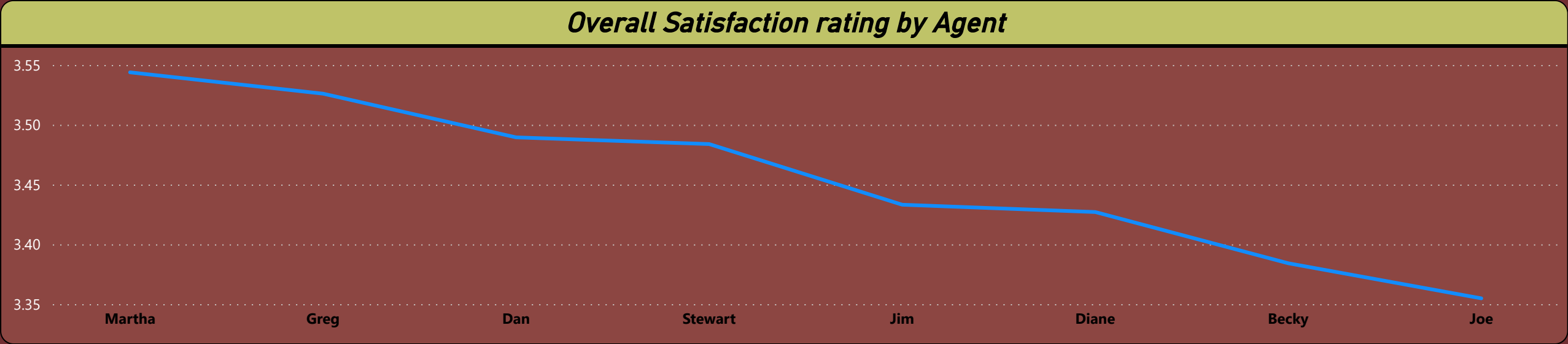
1311

Rating<=3

1041

overall Rating

3.45



Problem Resolved by Agent			
Agent	Count of ans yes	Count of Resolved yes	Count of Resolved No
Dan	190	177	50
Jim	187	173	55
Joe	186	169	52
Diane	185	168	54
Stewart	186	163	67
Greg	173	155	53
Becky	177	154	62
Martha	171	152	68
Total	1455	1311	461

