

5000

Total Calls

4054

Calls Answered

3646

Calls Resolved

10

Fastest Response Time

55

Average Response Time

224.10

Average Talk Duration

3

Overall Customer Satisfaction

CALL CENTER ANALYSIS

Date

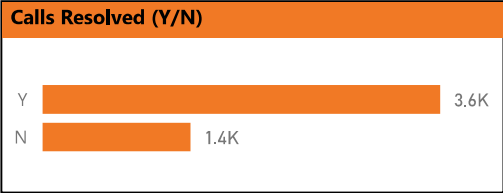
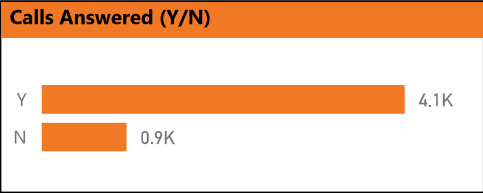
All

Agent

All

Topic

All



Agent	Total Calls	Average rating	Average Talk Duration (Seconds)	Average of Speed of answering (Seconds)
Becky	631	3	220.01	54
Dan	633	3	230.26	56
Diane	633	3	219.02	52
Greg	624	3	227.18	55
Jim	666	3	229.09	53
Joe	593	3	222.01	58
Martha	638	3	221.26	56
Stewart	582	3	223.60	54
Total	5000	3	224.10	55

