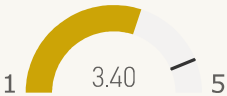


- Becky
- Dan
- Diane
- Greg
- Jim
- Joe
- Martha
- Stewart

Call Centre Performance Report

Average Satisfaction Rating



Calls Answered

4054

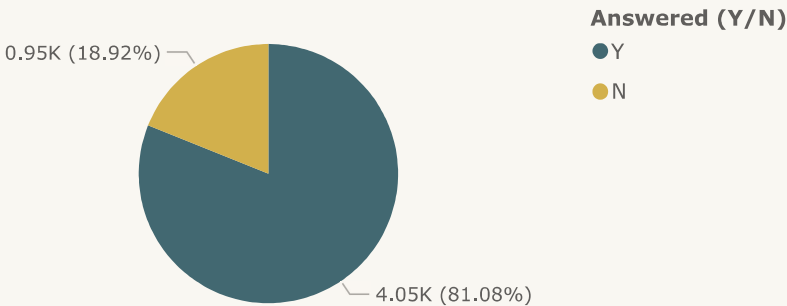
Average Wait Time (S)

67.5

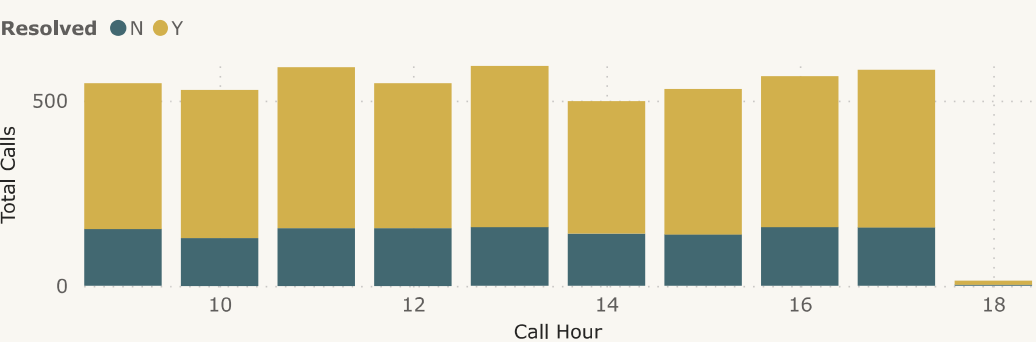
Calls Abandoned

946

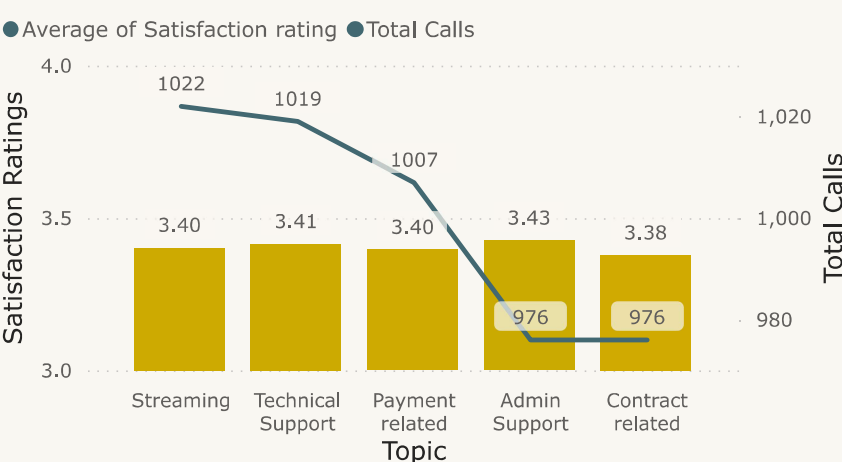
Call Response Ratio



Resolution By Hour



Satisfaction Rating by Topic



Agent's Performance

