

Call Center

Agent

BeckyGregMartha

DanJimStewart

DianeJoe

Topic

All

Month

All

Total Calls

3646

Year

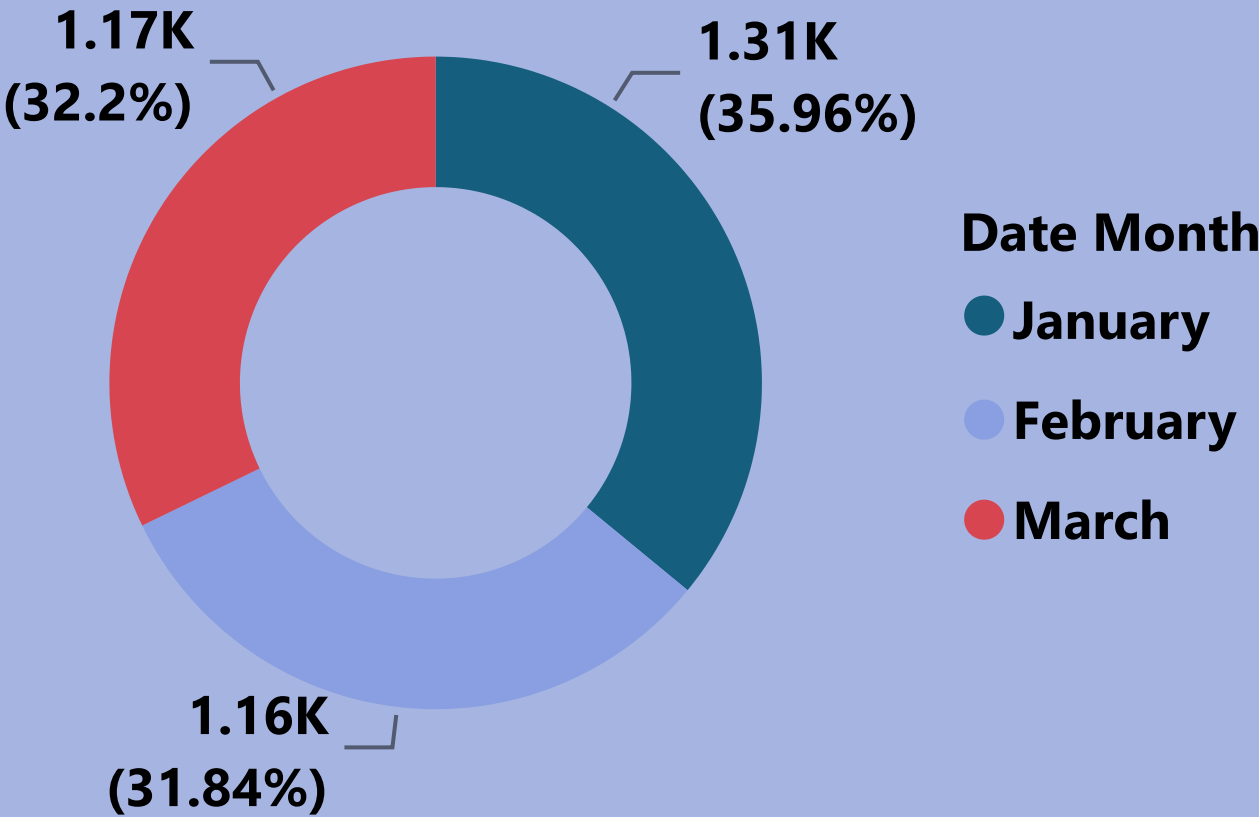
2021

Resolved

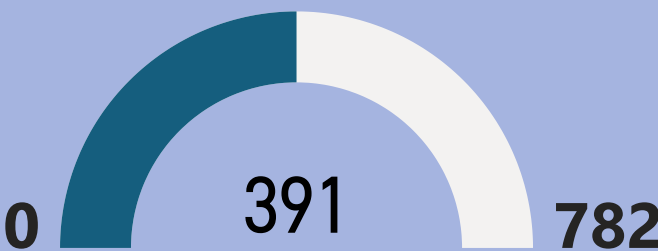
N

Y

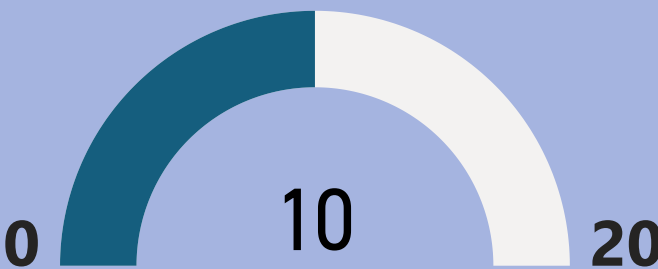
Call Report by Month



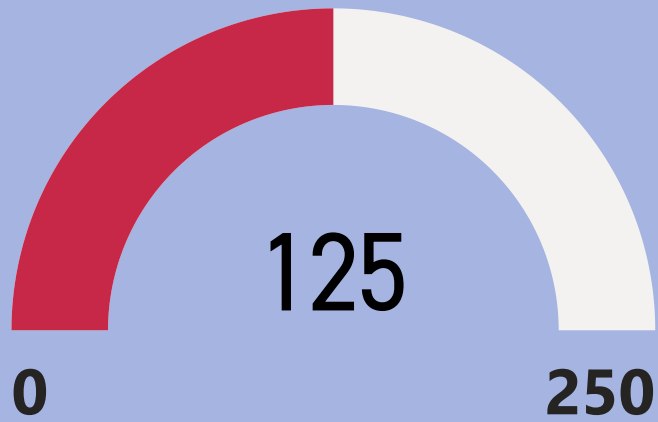
Average Call.Talk Time



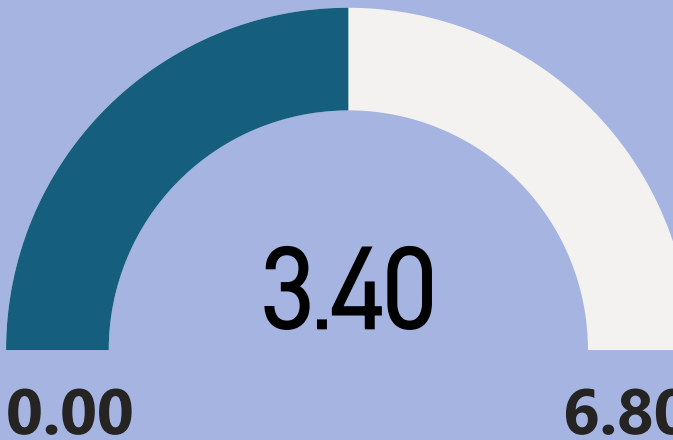
Min of Speed of answer in seconds



Max of Speed of answer in seconds



Average of Satisfaction rating



Agent Performance Quadrant

Agent	Count of Call Id	Answered (Y/N)	Resolved	Average of Speed of answer in seconds	Average of Satisfaction ra
Martha	461	Y	Y	69.98	
Dan	471	Y	Y	67.11	
Greg	455	Y	Y	69.15	
Jim	485	Y	Y	66.11	
Diane	452	Y	Y	65.33	
Stewart	424	Y	Y	66.66	
Becky	462	Y	Y	65.44	
Joe	436	Y	Y	71.19	