



4054

Sum of Answered call

946

Sum of Unanswered call

3646

Sum of Resolved call

1354

Sum of Unresolved call

68

AvG Call Speed

5000

Total Calls

Agent

Becky

Dan

Diane

Greg

Jim

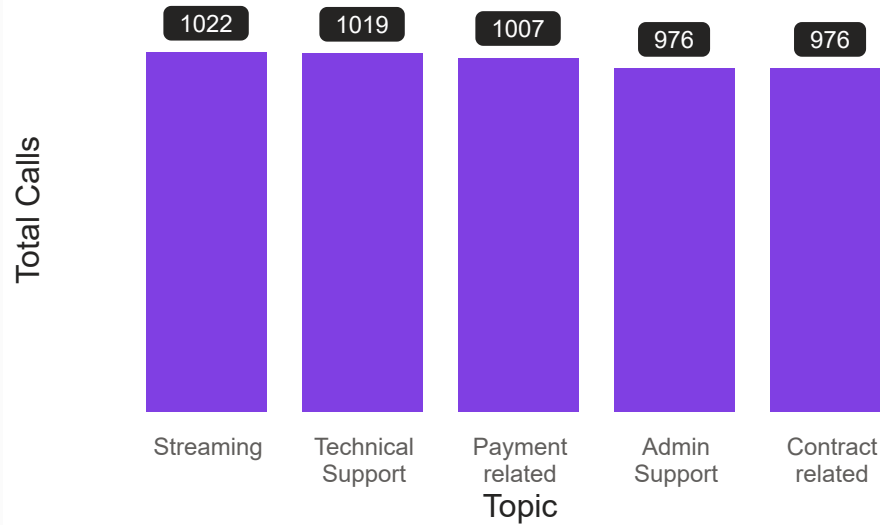
Joe

Martha

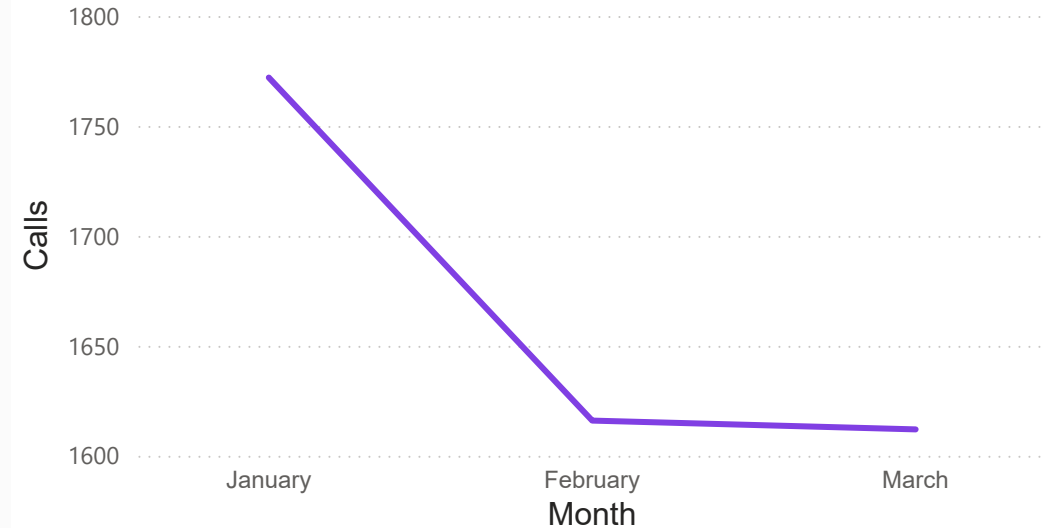
Stewart



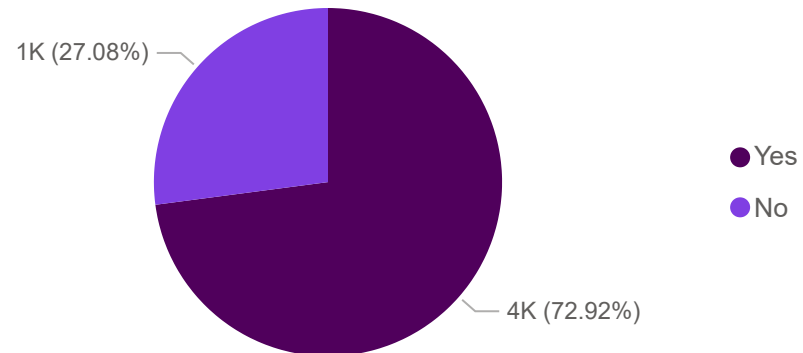
Calls by Topic



Monthly Calls



Calls Resolved



Agent	Total Calls	Answered call	Unanswered call	Resolved call	Unresolved call
Becky	631	517	114	462	169
Dan	633	523	110	471	162
Diane	633	501	132	452	181
Greg	624	502	122	455	169
Jim	666	536	130	485	181
Joe	593	484	109	436	157
Martha	638	514	124	461	177
Stewart	582	477	105	424	158