

CALL CENTER DASHBOARD

Agent

All

Resolved

All

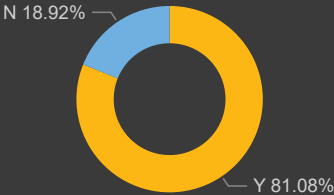
Date

All

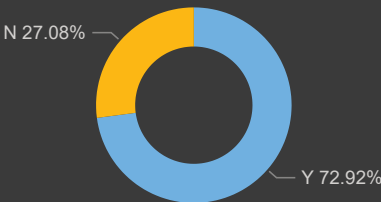
67.52

Average of Speed of answer in seconds

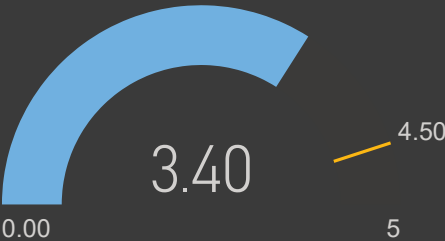
Answered



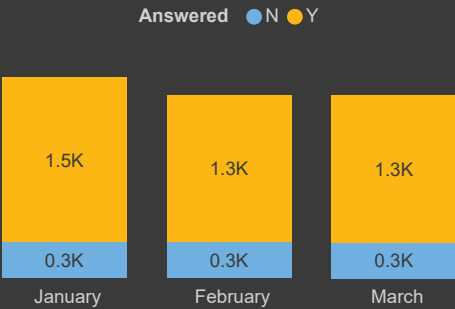
Resolved



Avg Satisfaction Rating



No of Calls Per Month



Agent Statistics

Agent	Resolve(Y)	Answer	Avg Satisfaction rating	Avg S
Joe	436	484	3.33	
Martha	461	514	3.47	
Greg	455	502	3.40	
Dan	471	523	3.45	
Jim	485	536	3.39	
Diane	452	501	3.41	
Stewart	424	477	3.40	
Total	3646	4054	3.40	