



Call Center Solution



Agent

All

Topic

All

1/1/2021

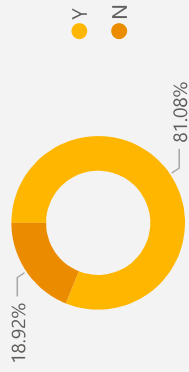
3/31/2021



Average Satisfaction

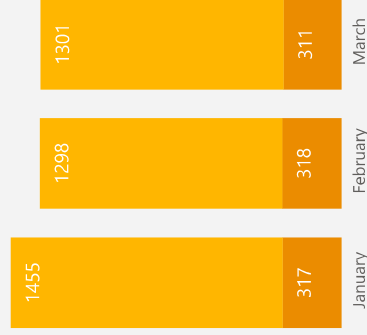


Answered

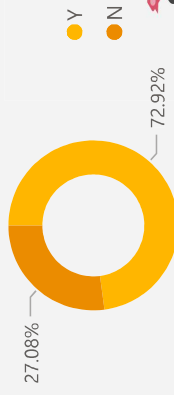


Number of calls per month

● N ● Y



Resolved



Agent statistics

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Becky	517	462	3.37	65.33
Stewart	477	424	3.40	66.18
Diane	501	452	3.41	66.27
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Greg	502	455	3.40	68.44
Martha	514	461	3.47	69.49
Joe	484	436	3.33	70.99



Average Speed of Answer (s)



67.52