



# Call Center

Agent

All

Topic

All

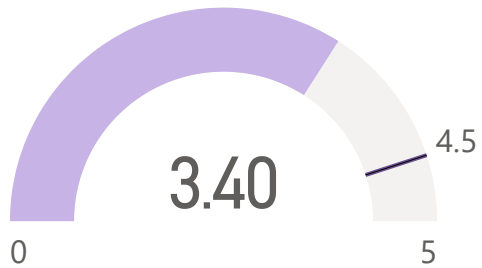
Date

01-01-2021

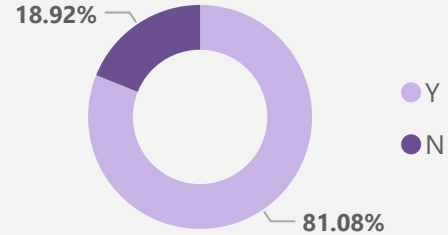
31-03-2021



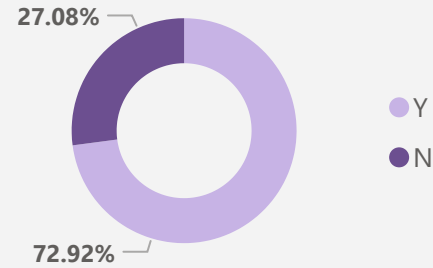
Average



Answered



Resolved



Average speed of answer

67.52



Agent statistics

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



Number of calls per month

Answered ● N ● Y

