



Call Center KPI

1/1/2021

3/31/2021

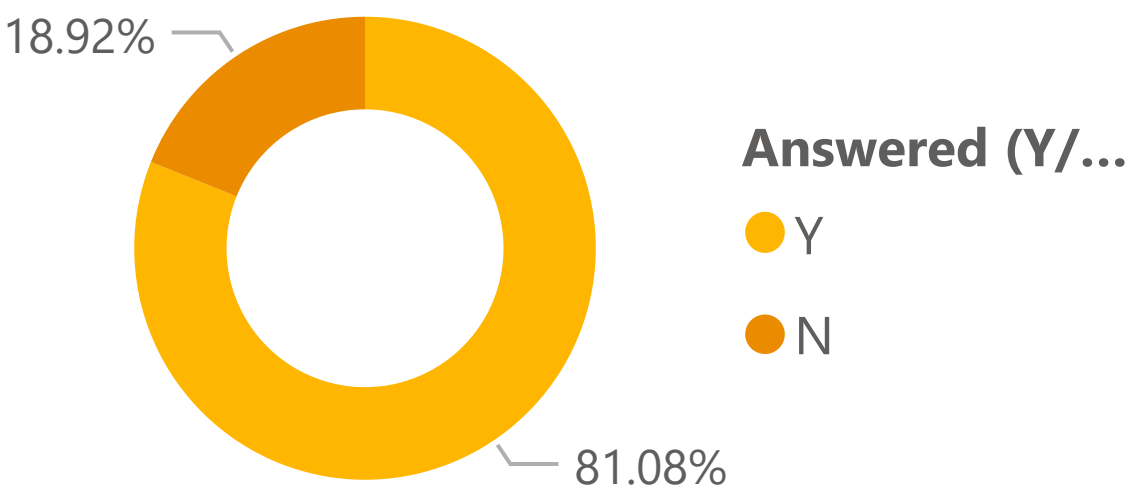
Agent

All

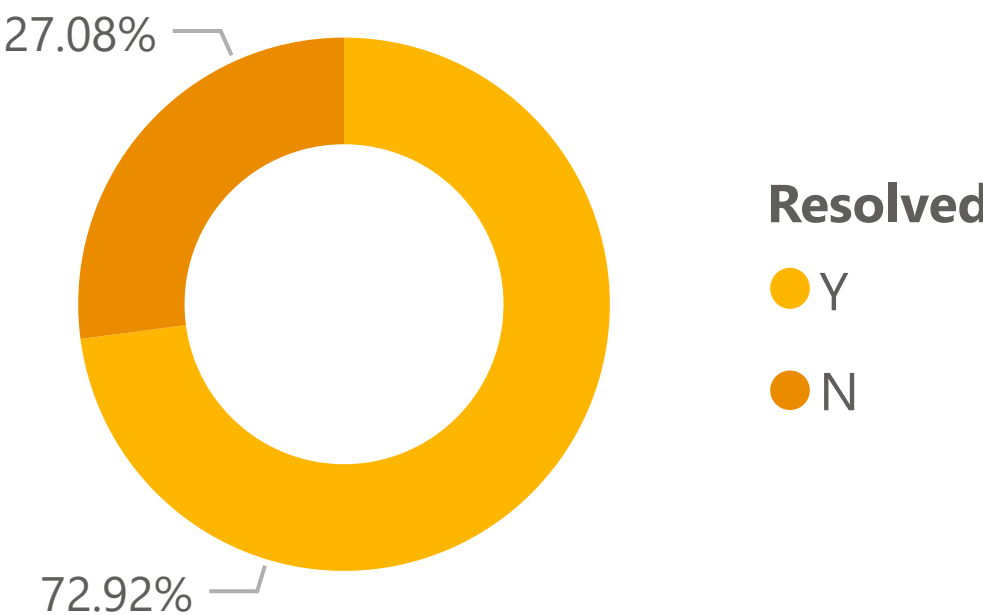
Topic

All

Answered Call



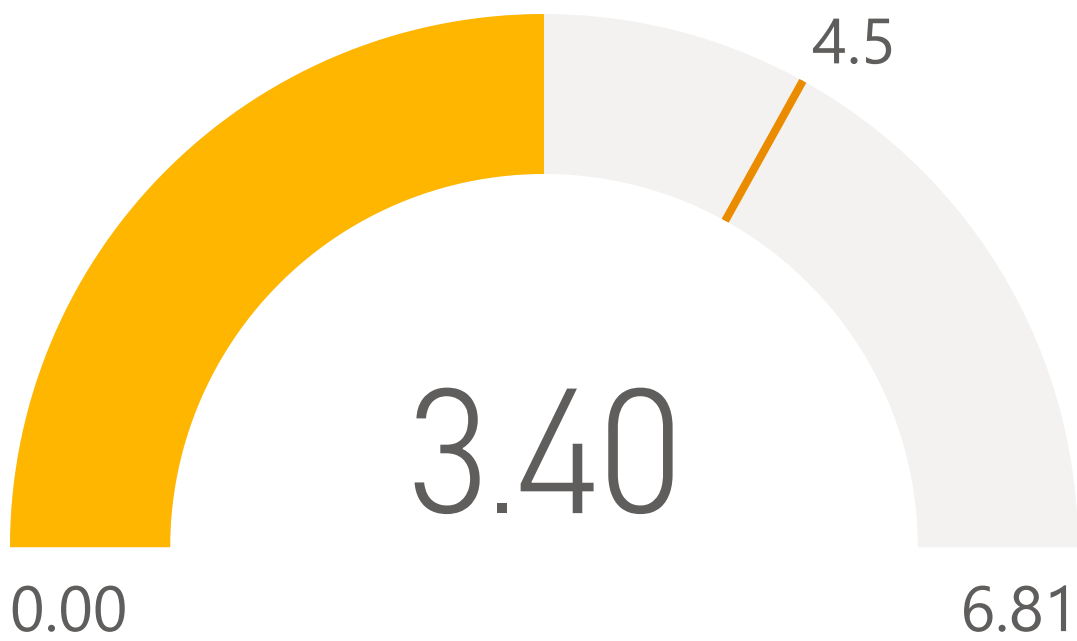
Resolved Calls



Average Speed of Answer(s)

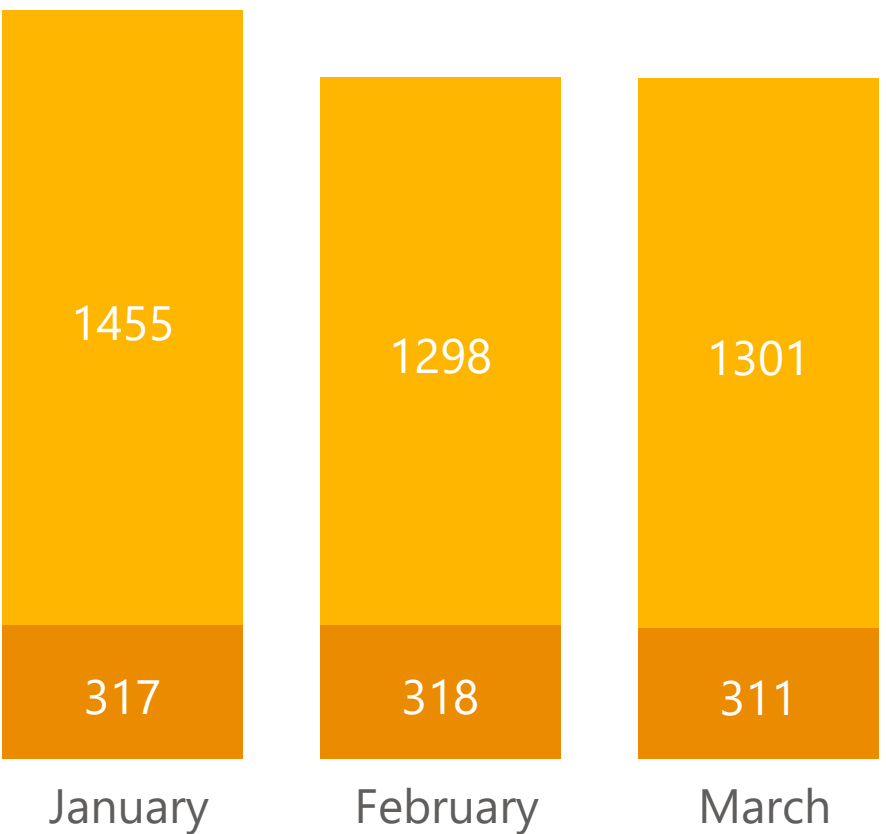
67.52

Aeaverage Satisfaction



Number Of Calls per Mouth

Answer... ● N ● Y



Agent Statistics

Agent	Num Call Answered	Num Call Resolved	AVG of Speed of answer in seconds	AVG of Satisfacti
Joe	484	436	70.99	
Martha	514	461	69.49	
Greg	502	455	68.44	
Dan	523	471	67.28	
Jim	536	485	66.34	
Diane	501	452	66.27	
Stewart	477	424	66.18	
Becky	517	462	65.33	