

Call Centre Analysis



Agent

pwc

All

Resolved

pwc

All

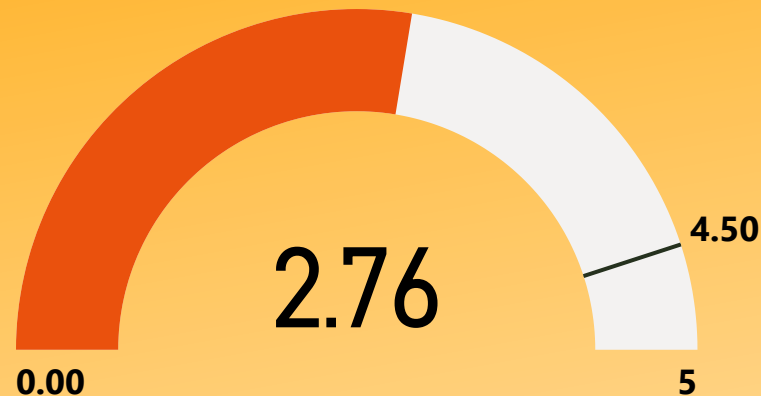
Date

pwc

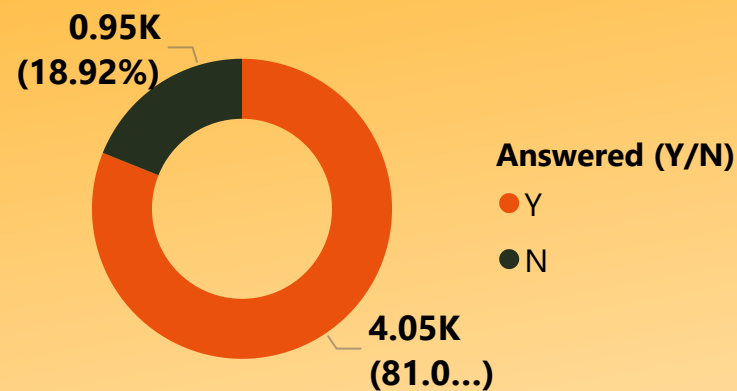
All

pwc

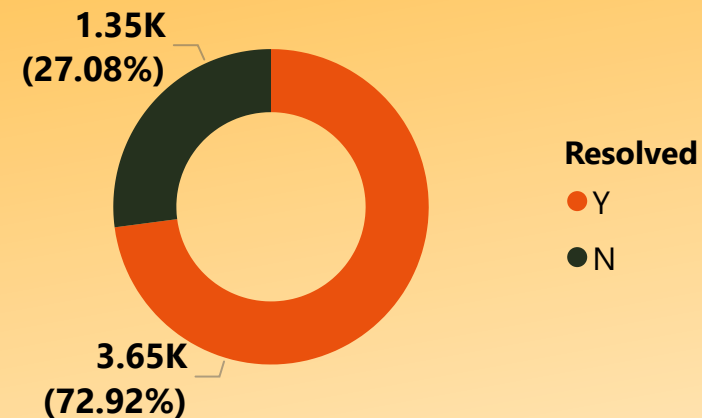
Average Satisfaction Rating



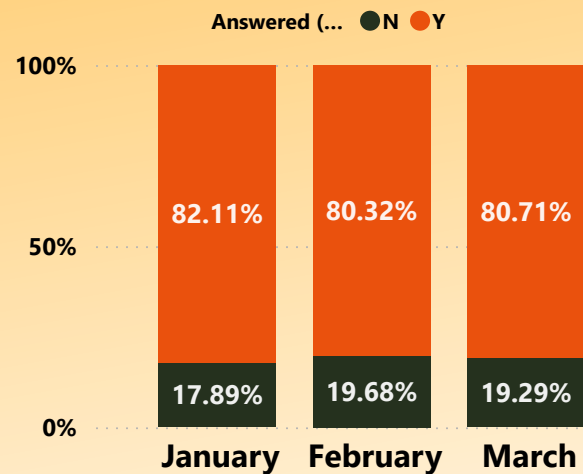
Answered (Y/N)



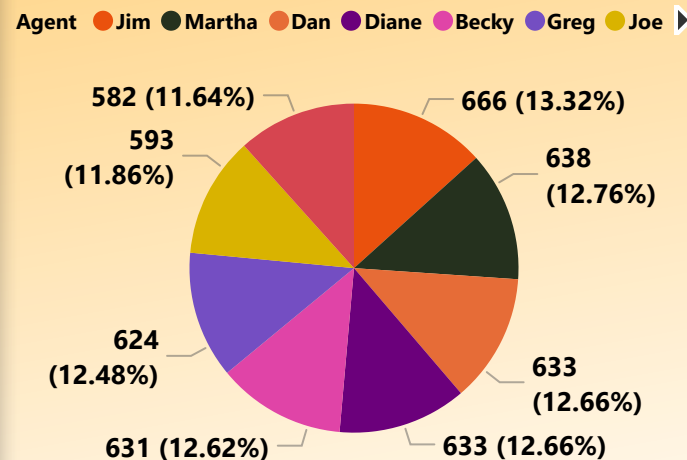
Resolved (Y/N)



Number Of Calls Per Month



Topic by Agent



Agent	Resolved(Y)	Answers	Average of Satisfaction rating	Average of Speed
Dan	471	523	2.85	
Martha	461	514	2.80	
Stewart	424	477	2.79	
Becky	462	517	2.76	
Greg	455	502	2.74	
Jim	485	536	2.73	
Joe	436	484	2.72	
Diane	452	501	2.70	
Total	3646	4054	2.76	