

Call Center Data Analysis

Total Calls

5000

Issue Resolved

3646

Calls Answered

4054

Total Agents

8

Avg. Answer Speed(s)

55

Avg. Call Duration(s)

182

Most Issue Resolved

Jim

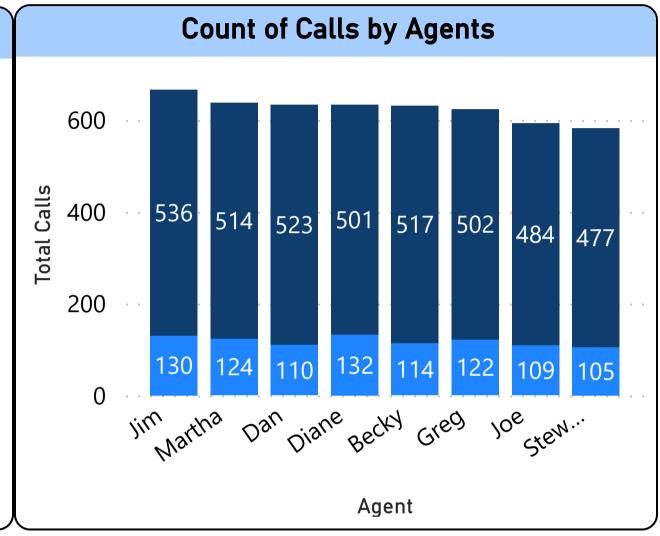
Most Rated

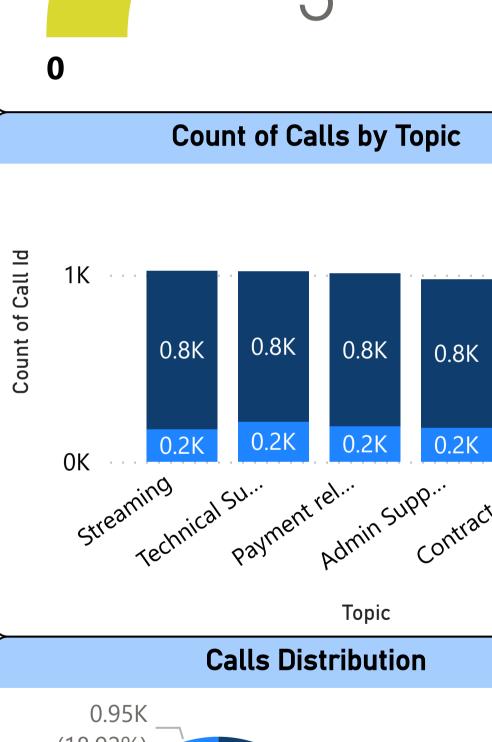
Dan

Most Calls Missed

Diane

Agent Performance Quadrant					
Agent	Total Calls ▼	CallsAnswered	IssueResolved	Avg. Handle Time	ACSR
Jim	666	536	485	184	3
Martha	638	514	461	180	3
Dan	633	523	471	191	3
Diane	633	501	452	173	3
Becky	631	517	462	180	3
Greg	624	502	455	182	3
Joe	593	484	436	183	3
Stewart	582	477	424	185	3





Overall Customer Satisfaction Rating









