



# Call Center



Agent

All

Topic

All

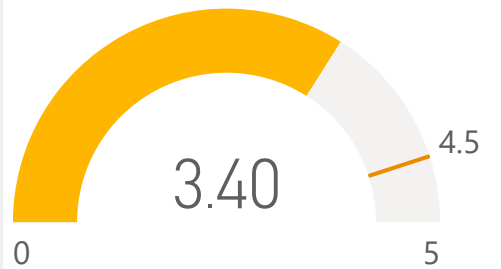
Date

09-01-2021

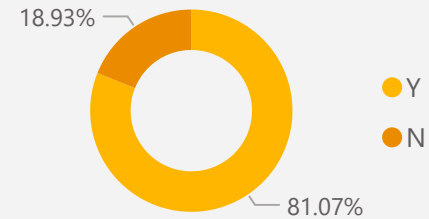
31-03-2021



Average satisfaction

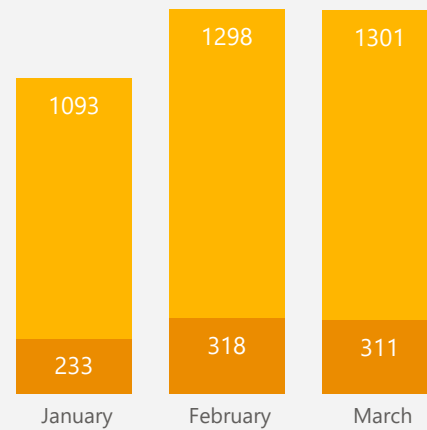


Answered

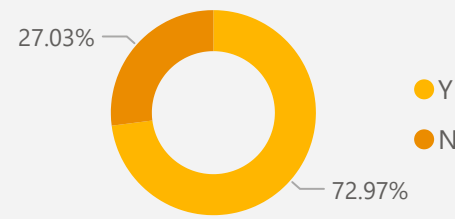


Number of calls per month

Answered ● N ● Y

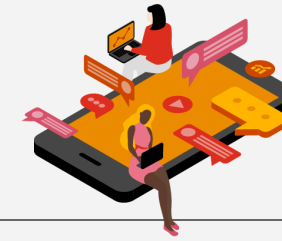


Resolved



Agent statistics

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Becky	479	431	3.37	64.74
Dan	480	431	3.45	66.56
Diane	454	410	3.41	66.15
Greg	457	414	3.38	68.98
Jim	494	445	3.38	66.24
Joe	428	380	3.32	70.76
Martha	467	425	3.48	69.91
Stewart	433	387	3.39	65.52



67.32