## Average of Satisfaction rating Overall call Answered 67.52 4.00 Average Speed of Answering Calls [seconds] 0.00 5.00 5000 Agent's Performance Quadrant Overall Incoming & Attended Calls Over Duty Hours ● Total incoming calls ● Attend Calls ● Total Calls attended ● Total incoming calls 600 650 Split total incoming calls to agents: 625 Number of Calls Number of calls 550 Greg 10 11 12 14 15 16 17 18 Jim Dan Becky Martha Diane Stewart Joe Time [Hour of the Day] Agent Overall Incoming & Attended calls Over the Week Average Talk duration and delayed attending calls Average Talk duration [minutes]Average Speed of Answering Calls [seconds] ● Total incoming calls ● Attend Calls 3.80 3.78 3.77 3.73 3.67

