

Total Calls

5000

Calls Resolved

3646

Avg Answer Speed

67.52

# Call Center Data Analysis - Task 5

Average Call Duration

00.03.45

Satisfaction rating

1

5

Most Resolved Employee

JIM-485

Most 5 Rated employee

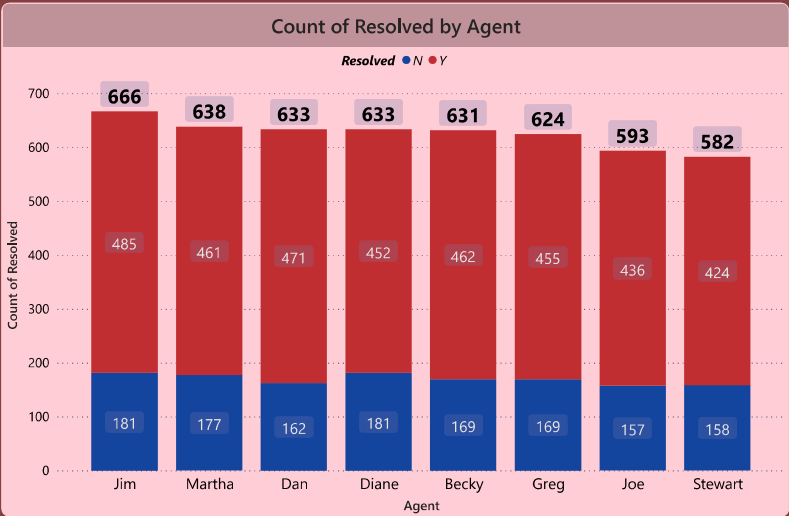
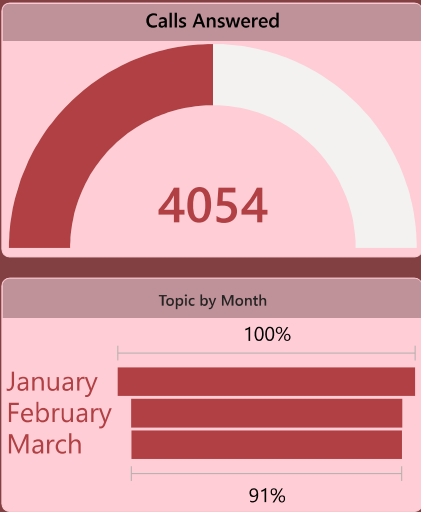
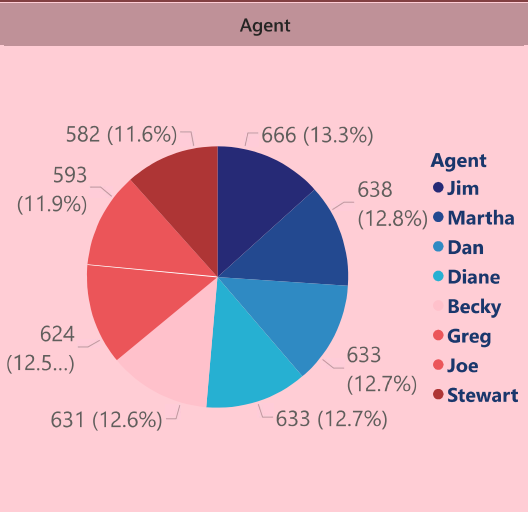
Dan-118

Most Rated employee

JIM-536

Missed More Calls

Diane-132



Count of Calls by Agent						
Agent	Admin Support	Contract related	Payment related	Streaming	Technical Support	Total
Becky	121	114	138	137	121	631
Dan	108	123	130	132	140	633
Diane	134	123	125	129	122	633
Greg	130	114	128	133	119	624
Jim	142	145	115	128	136	666
Joe	120	103	124	125	121	593
Martha	114	128	125	133	138	638
Stewart	107	126	122	105	122	582
Total	976	976	1007	1022	1019	5000

