



# CALL CENTER



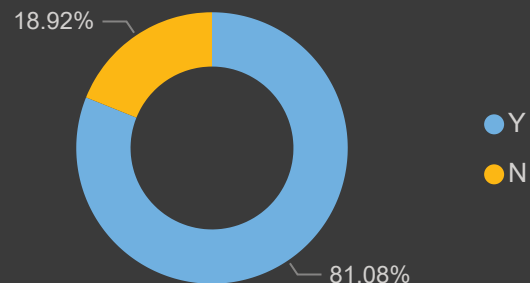
Agent

All

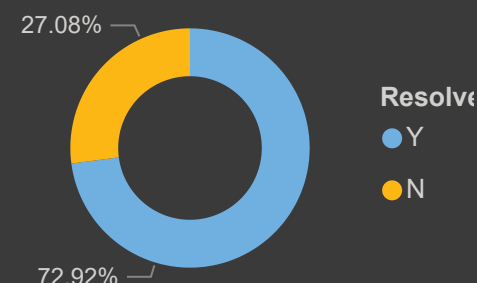
Topic

All

## Answered



## Resolved

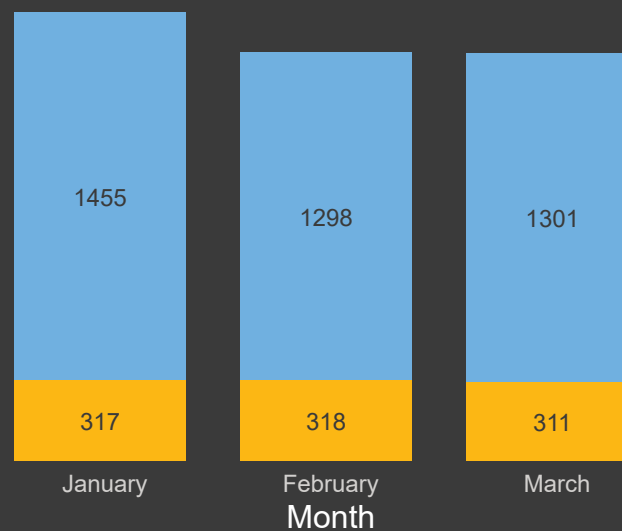


Average Speed Of Answer(In sec)

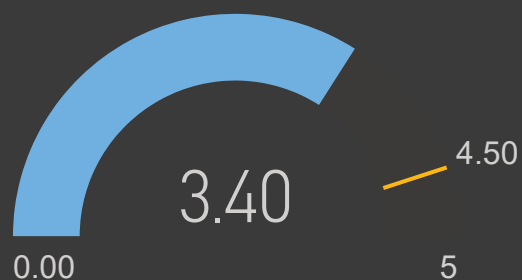
67.52

## Number of Calls Per Month

Answered ● N ● Y



## Average Satisfaction Rating



## Agent Statistics

Agent	Answered	Resolved (Y)	Avg of Satisfaction Rating	Avg SOA(In Sec)
Martha	514	461	3.47	69.49
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Stewart	477	424	3.40	66.18
Jim	536	485	3.39	66.34
Becky	517	462	3.37	65.33
Joe	484	436	3.33	70.99
Total	4054	3646	3.40	67.52