

# Call Center Trends

Agent

All

Topic

Payment related

Date

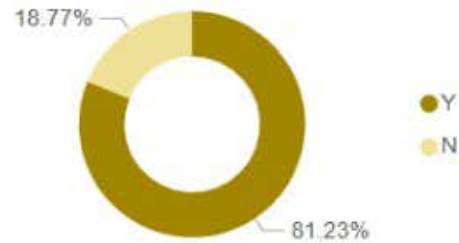
01-01-2021

31-03-2021

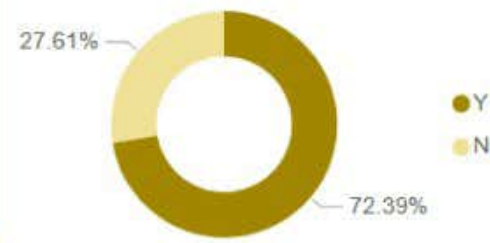
Avg. Speed of Answers

68.20

Answered



Resolved

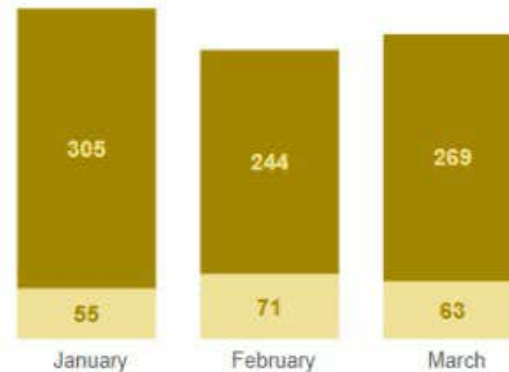


Average Satisfaction



No. of Calls per Month

Answered N Y



Agent Statistics

Agent	Answered	Resolved	Avg of Satisfaction Rate	Avg of Speed of Answer in Sec
Becky	112	99	3.48	68.71
Dan	106	93	3.42	70.20
Diane	97	85	3.51	70.98
Greg	106	99	3.31	72.10
Jim	94	81	3.27	65.28
Joe	100	91	3.26	66.02
Martha	108	99	3.46	65.44
Stewart	85	80	3.45	66.55