

CALL CENTER

Agent

All

Topic

All

Total Calls Received

5000

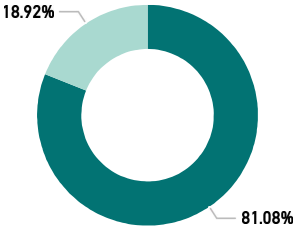
Total Calls Answered

4054

Total Calls Resolved

3646

ANSWERED



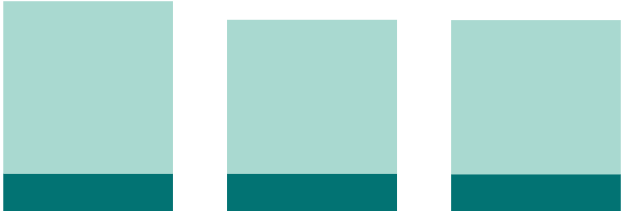
Answered (...) ● Y ● N

RESOLVED



Resolved ● Y ● N

NUMBER OF CALLS PER MONTH



Answered (Y/N) ● N ● Y

AVERAGE SPEED OF ANSWERING IN SECONDS

67.52

AVERAGE CUSTOMER SATISFICATION RATING

3.40

AGENT STATISTICS

Agent	Answered	Resolved (y)	Average of Satisfaction rating	Average of Speed of answer in sec
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Stewart	477	424	3.40	66.18
Becky	517	462	3.37	65.33
Total	4054	3646	3.40	