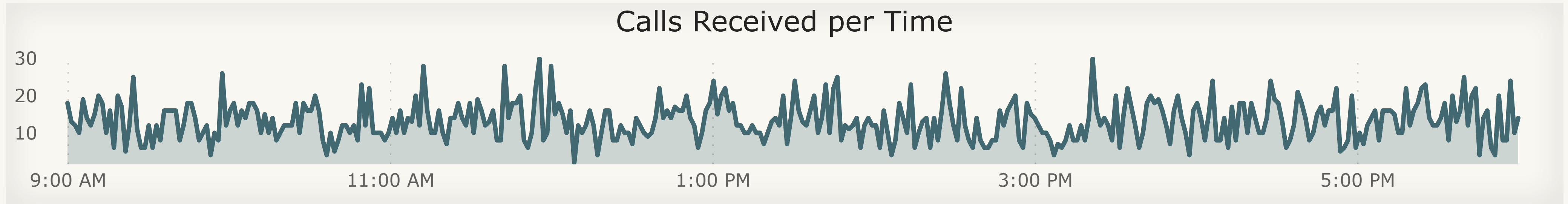




CALL CENTER CHART

- ☐ Afternoon
- ☐ Late Afternoon
- ☐ Morning



Calls Received

5000

Avg. Call Duration
in Seconds

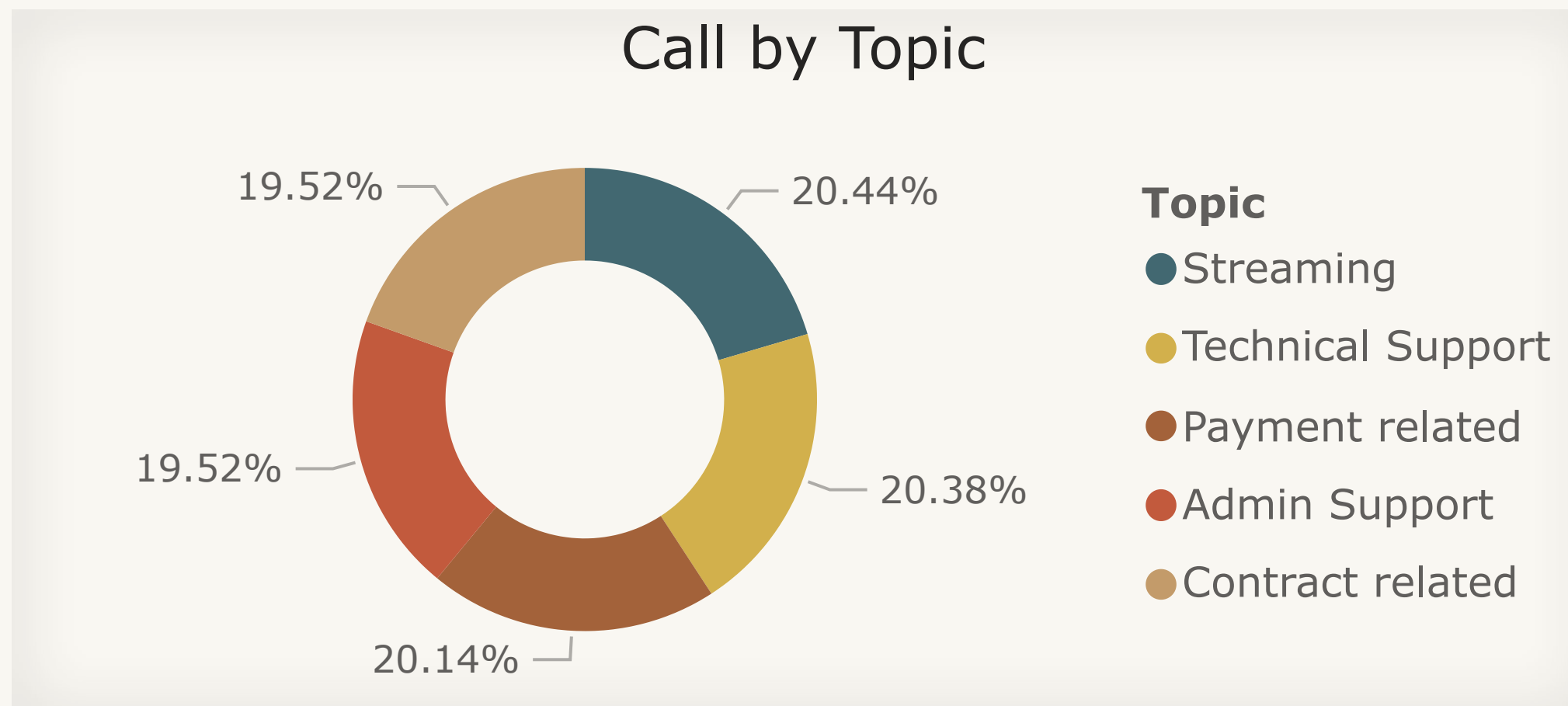
225

Avg. Speed of
Response in Sec

68

Resolved Calls

3646



Agent	Resolved Calls	Unresolved Calls	Average of Duration(Sec)
Diane	452	181	219
Jim	485	181	228
Martha	461	177	224
Becky	462	169	220
Greg	455	169	227
Dan	471	162	231
Stewart	424	158	226
Joe	436	157	224

