



Call Center Analysis

Agent



All



Topic



All



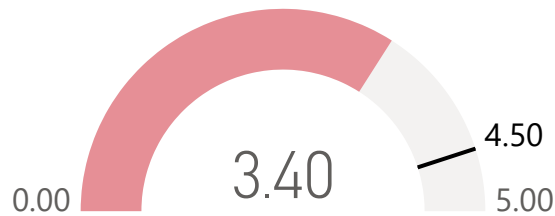
Date



All

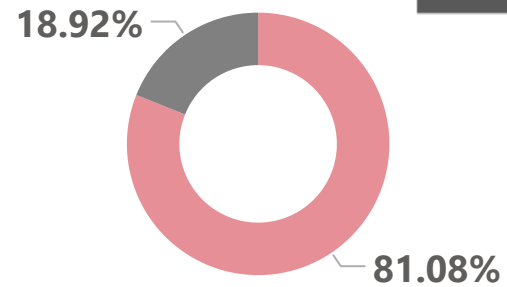


Average Satisfaction



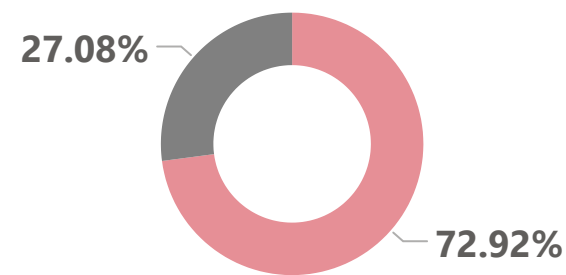
Calls Answered

● Y ● N



Resolved

● Y ● N



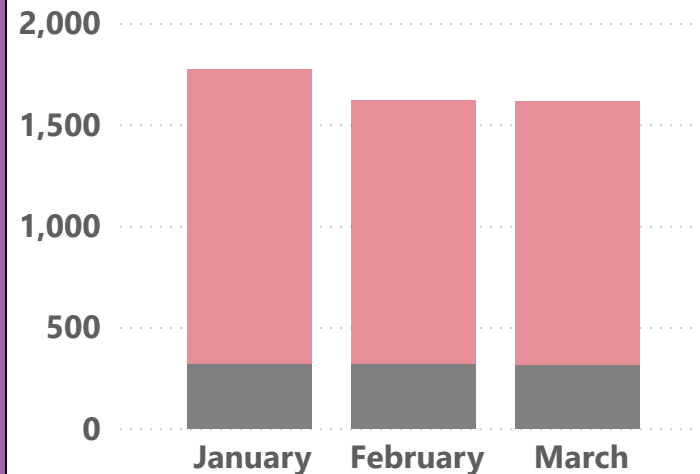
Average Speed Of Answer(s)



67.52

Number Of Calls Per Month

● N ● Y



Agent Statistics

Agent	#ANswered	# Resolved	Average Satisfaction rate	Average speed of ans in sec
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52