

CALL CENTRE

AGENT DATABASE

Agent ▼

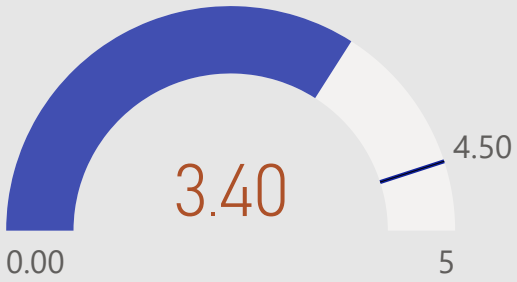
All ▼

REASON FOR THE CALL

Topic ▼

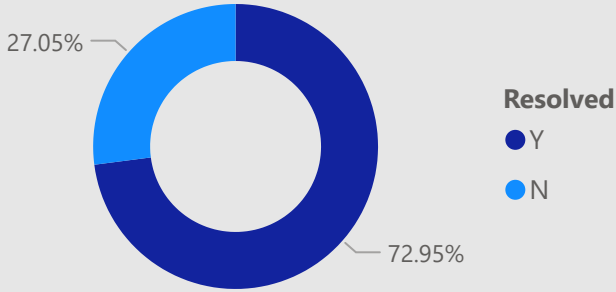
All ▼

CUSTOMER SATISFACTION RATE



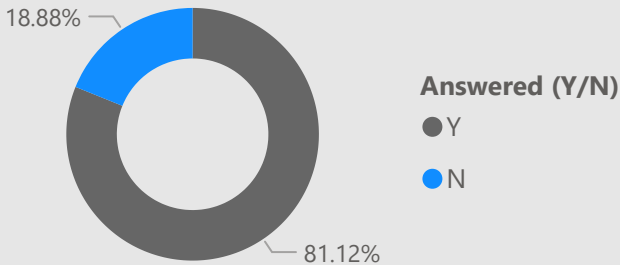
01-01-2021  30-03-2021 

RESOLVED



ANSWERED

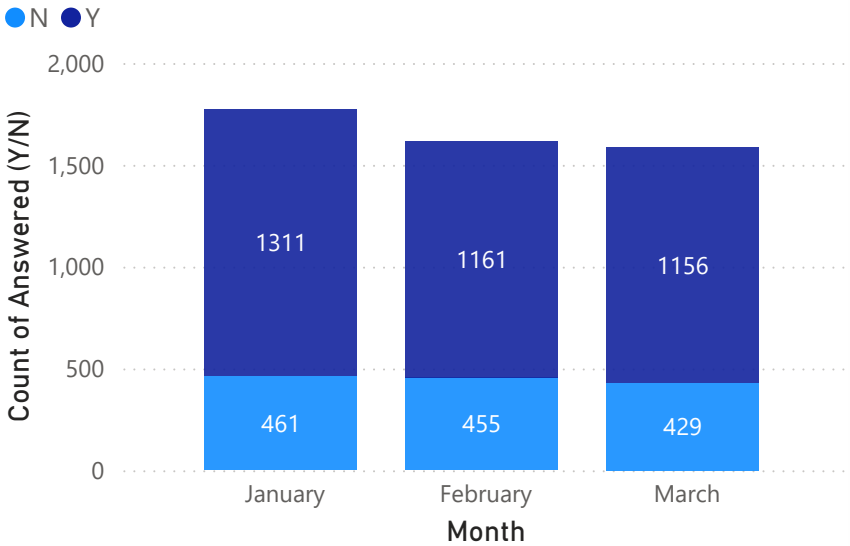
Answered Calls (Y/N)



AVERAGE SPEED OF ANSWER (s)

67.52

NO. OF CALLS PER MONTH



AGENT STATISTICS

Agent	ANSWERED (Y)	RESOLVED_CALLS(Y)	Avg Satisfaction Rate	Avg Speed of Answer (s)
Joe	483	435	3.33	71.02
Martha	511	458	3.47	69.36
Greg	500	453	3.40	68.45
Dan	522	470	3.44	67.22
Stewart	473	421	3.41	66.37
Jim	533	482	3.40	66.34
Diane	498	450	3.41	66.19
Becky	514	459	3.37	65.36
Total	4034	3628	3.40	67.52