CALL CENTER ANALYSIS

RESET

Agent

All

Topic

All
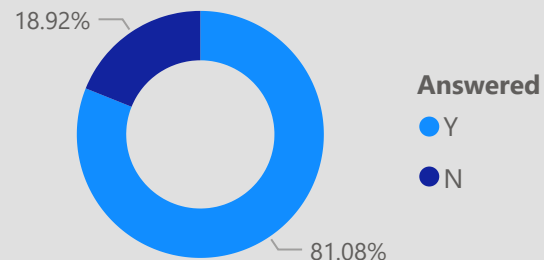
Date

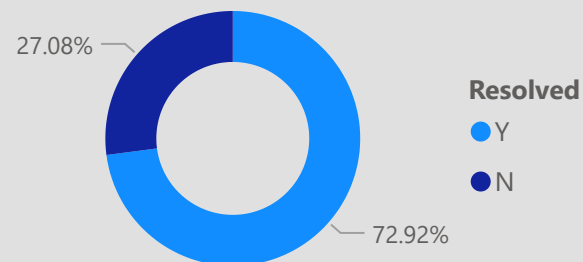01-01-2021   31-03-2021

👍 Average of Satisfaction rating
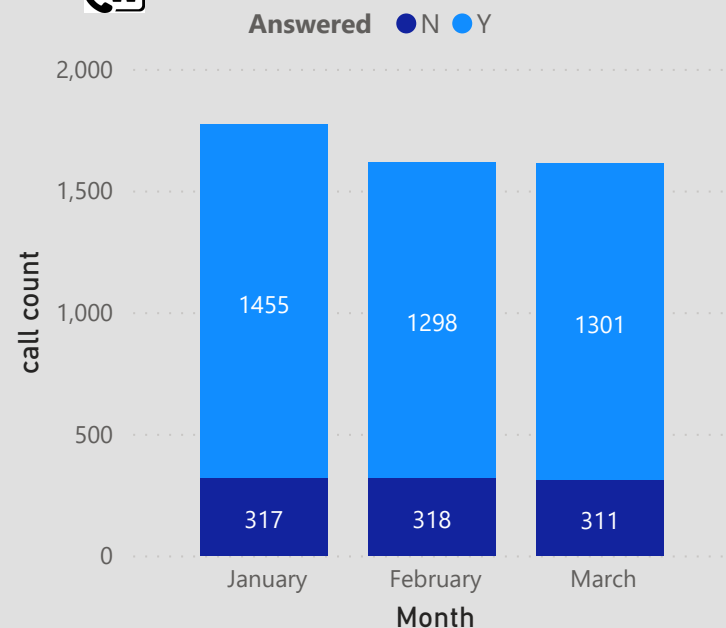
3.40

0   5

☎ Answered

18.92%

81.08%

Answered
- Y
- N

🖥 Resolved

27.08%

72.92%

Resolved
- Y
- N

🕐 Average speed of Answer(s)

67.52

📅 Number of Calls per Month

Answered ● N ● Y

Month	Y	N
January	1455	317
February	1298	318
March	1301	311

🎧 Agent statistics

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