

CALL CENTRE TRENDS

- Agent
 - Becky
 - Dan
 - Diane
 - Greg
 - Jim
 - Joe
 - Martha
 - Stewart
- Topic
 - Admin Supp...
 - Contract rela...
 - Payment rela...
 - Streaming
 - Technical Su...
- Resolved?
 - No
 - Yes

5000

Total Calls

4054

Total calls answered

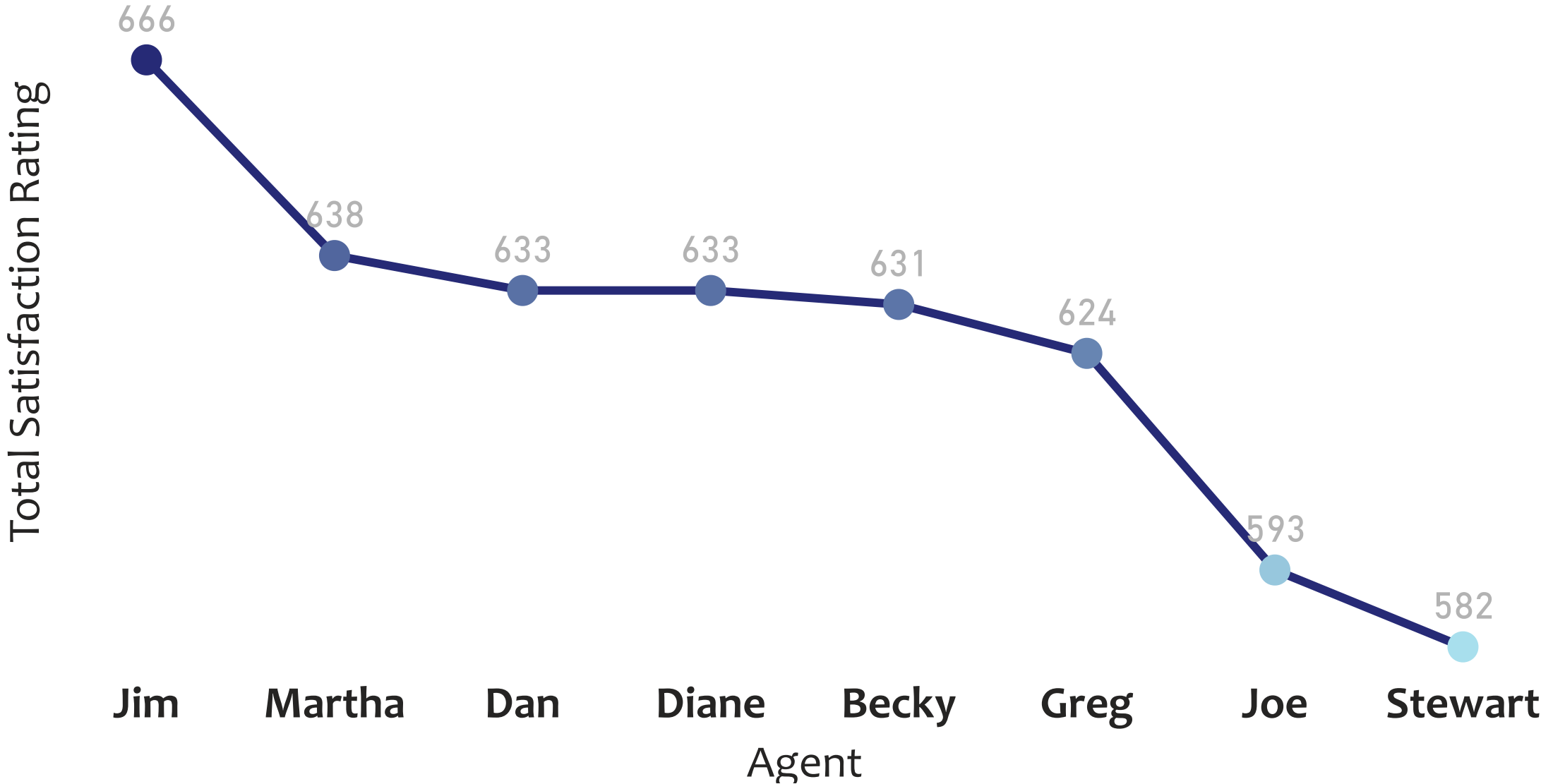
946

Total calls unanswered

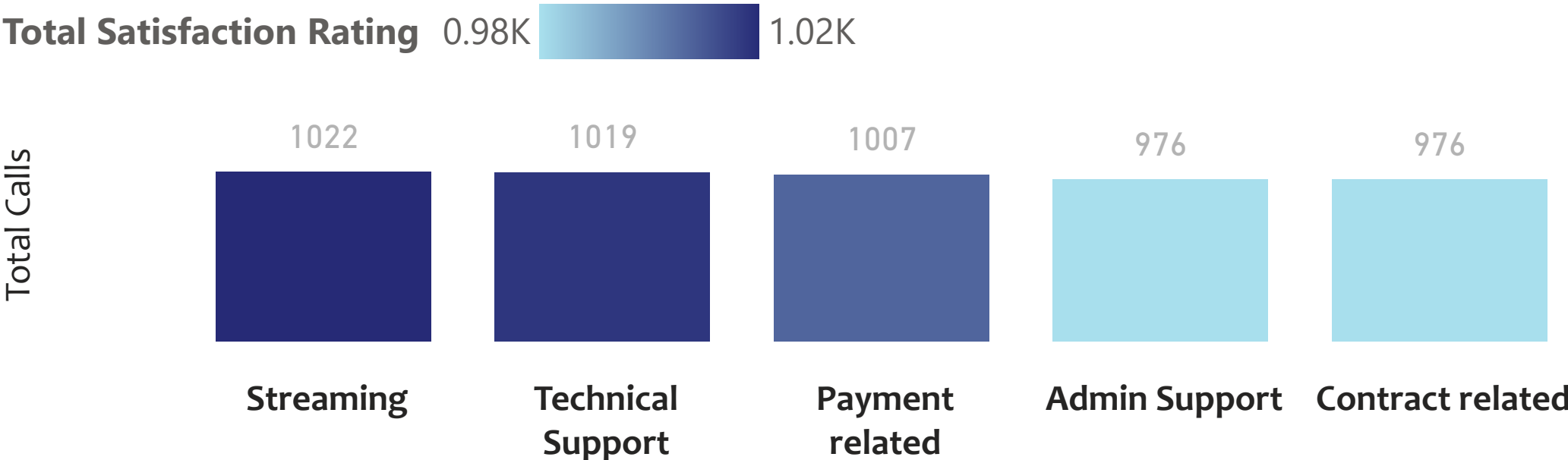
40.46%

Overall Customer Satisfaction

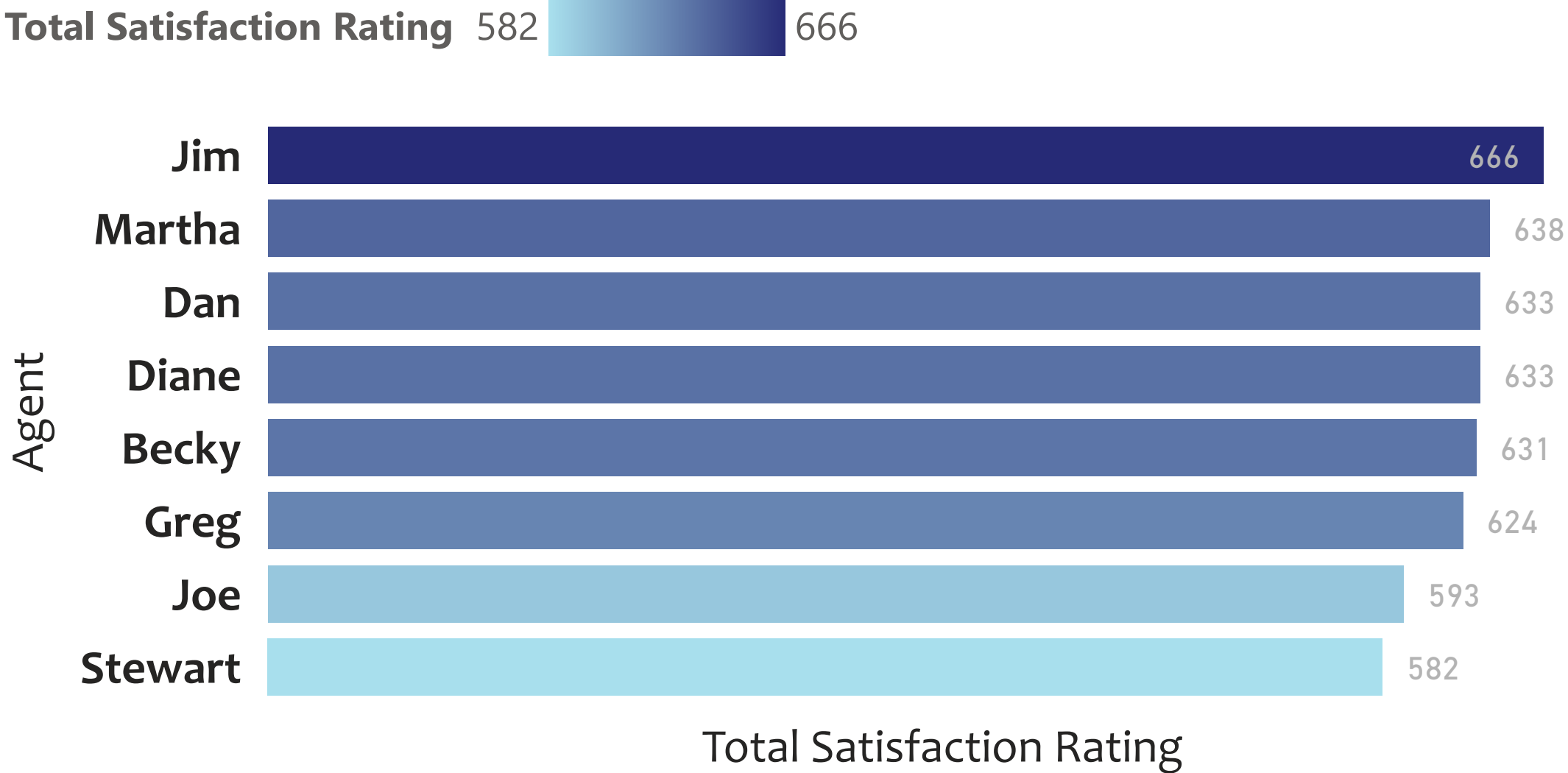
Total Satisfaction Rating by Agent



Total Calls by Topic



Total Satisfaction Rating by Agent



Agent	Total Calls	Total calls answered	Total calls unanswered	Total Satisfaction Rating
Becky	631	517	114	631
Dan	633	523	110	633
Diane	633	501	132	633
Greg	624	502	122	624
Jim	666	536	130	666
Joe	593	484	109	593
Martha	638	514	124	638
Stewart	582	477	105	582
Total	5000	4054	946	5000