

Count of Agents

5000

Total calls

8

Max of Satisfaction rat...

5.00

81.1%

% of answered

18.9%

% of call not answered

72.9%

% of Resolved

27.1%

% of not Resolved

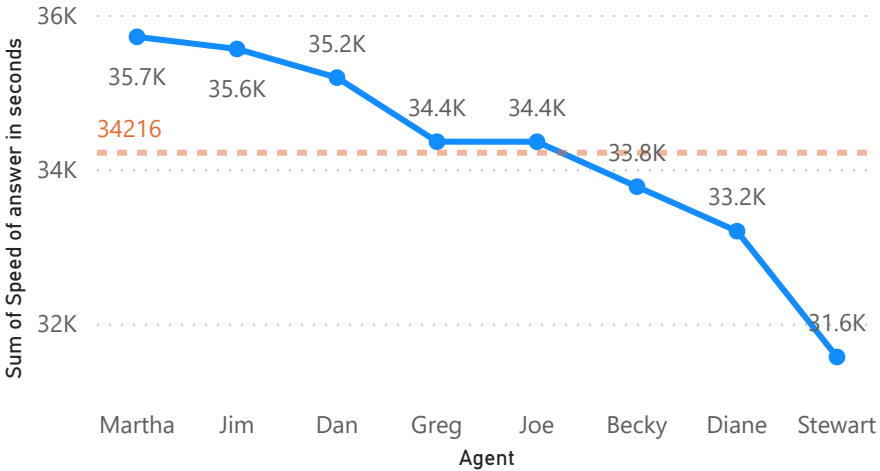
Agent

All

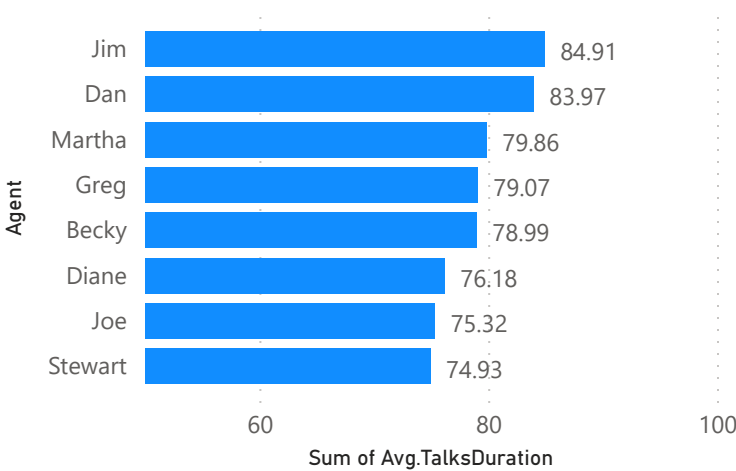
Topic

All

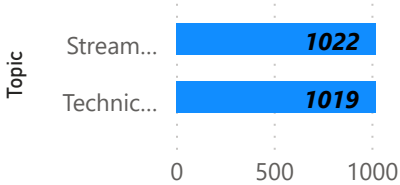
Sum of Speed of answer in seconds by Agent



Sum of Avg.TalksDuration by Agent



Total calls by Topic



Highest calls answered

Jim

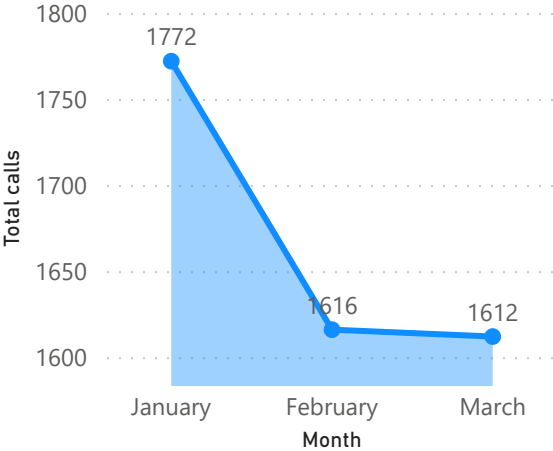
First Agent

Highest ratings

Dan

First Agent

Total calls by Month



Agent	Total calls	Total call answered	Total call not answered	Total not resolved	Total Resolved	Average of Satisfaction rating
Dan	633	523	110	162	471	2.85 ⭐
Martha	638	514	124	177	461	2.80 ⭐
Stewart	582	477	105	158	424	2.79 ⭐
Becky	631	517	114	169	462	2.76 ⭐
Greg	624	502	122	169	455	2.74 ⭐
Jim	666	536	130	181	485	2.73 ⭐
Joe	593	484	109	157	426	2.72 ⭐
Total	5000	4054	946	1354	3646	2.76

weeks

Friday

Monday

Saturday

Sunday

Thursday

Tuesday

Wednesday