



Date
All

Topic
All

Agent
All

5000

All calls

4054

Number of Calls Answered

946

Calls Not Answered

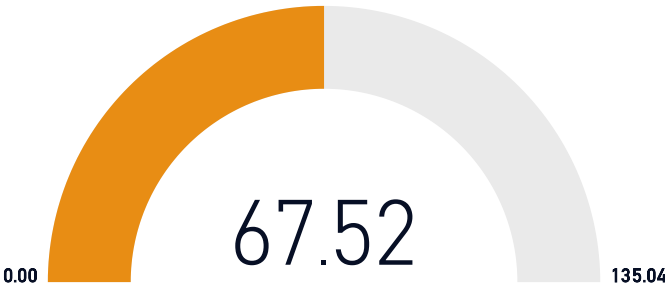
8

Count of Agent

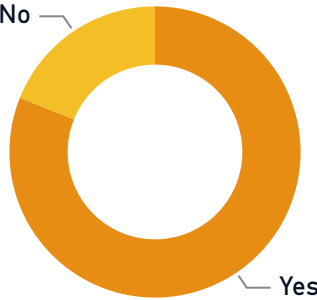
3.40

Average of Satisfaction rating

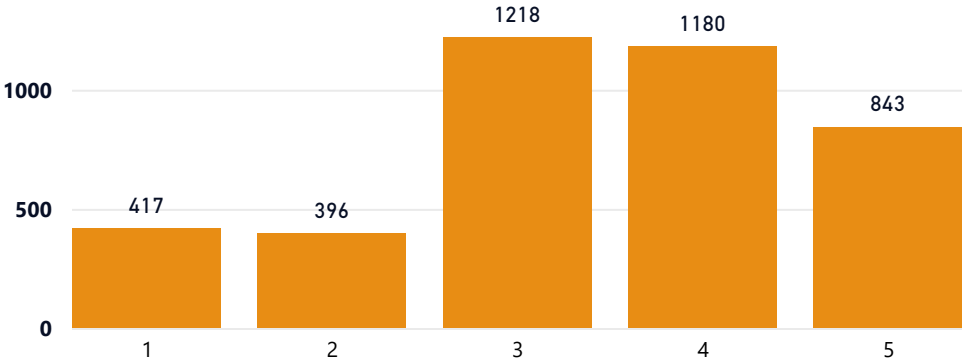
Average of Speed of answer in seconds



Resolved

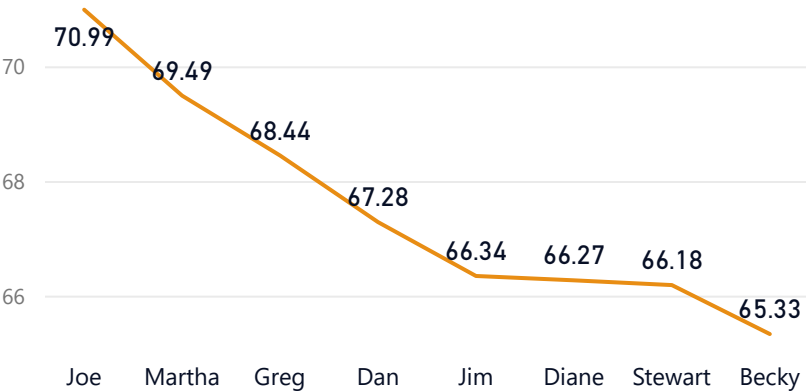


All calls by Satisfaction rating

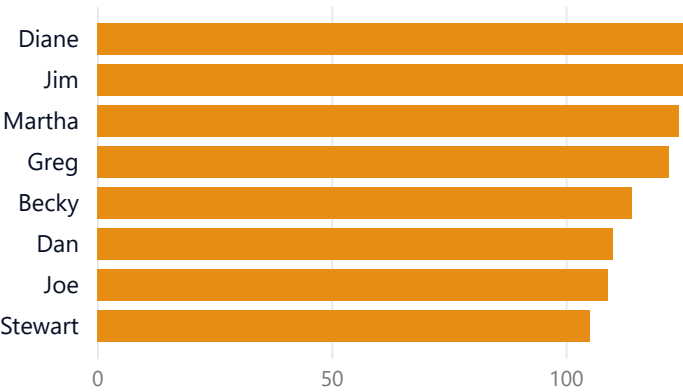


Behaviour of Agents

Average of Speed of answer in seconds by Agent



Calls Not Answered by Agent



Average of Satisfaction rating by Agent

