

Call Center Trends

Agent

All

Topic

All

Date

01-01-2021



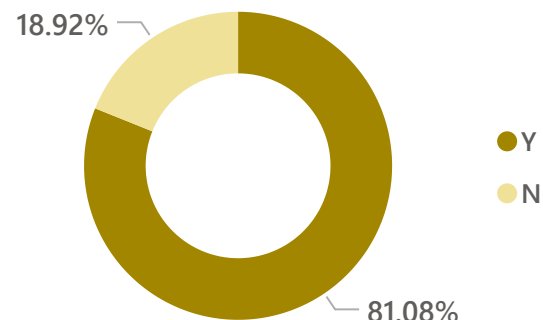
31-03-2021



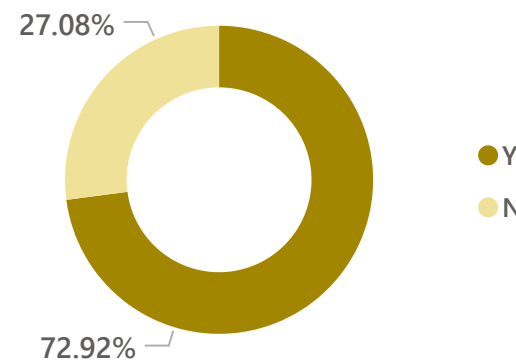
Average Speed of Answer

67.52

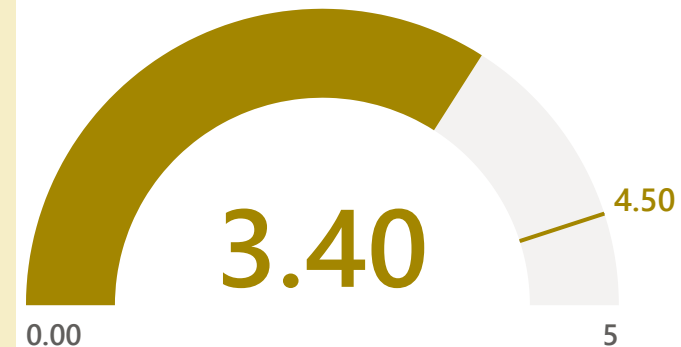
Answered



Resolved

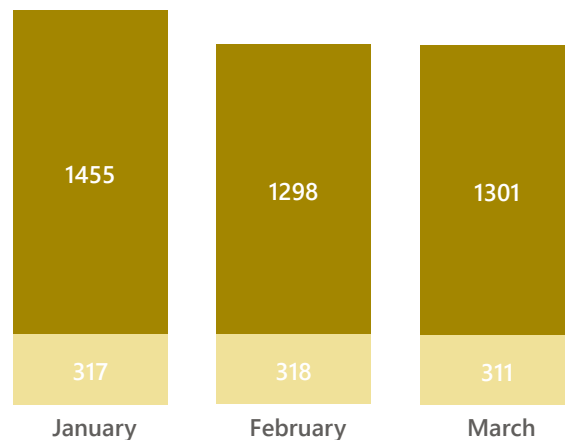


Average Satisfaction



No. of Calls Per Month

● N ● Y



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