



CALL CENTRE ANALYSIS

67.52

Average of Speed of answ...

Agent

All

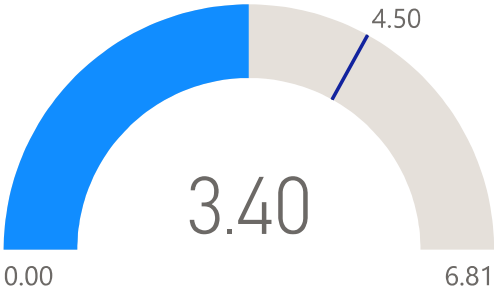
Resolved

All

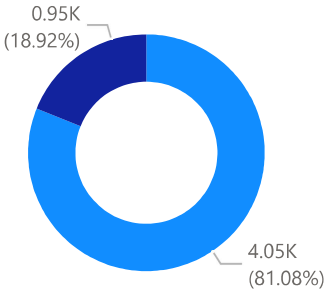
Date

All

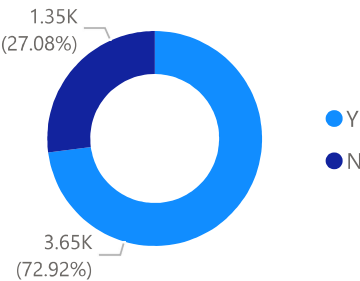
Average Satisfaction rating



Answered

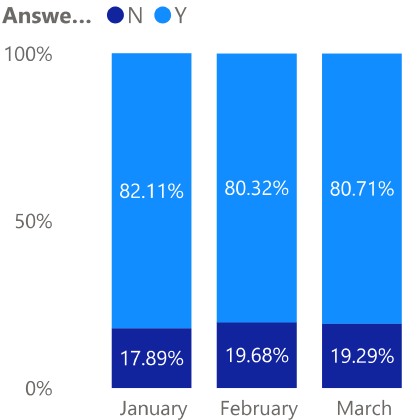


Resolved



Y
N

Number of Calls per Month



Agent Statistics

Agent	Resolved(Y)	Answer	Average of Satisfaction rating	Average of Speed of answer in seconds
Becky	462	517	3.37	65.33
Dan	471	523	3.45	67.28
Diane	452	501	3.41	66.27
Greg	455	502	3.40	68.44
Jim	485	536	3.39	66.34
Joe	436	484	3.33	70.99
Martha	461	514	3.47	69.49
Stewart	424	477	3.40	66.18
Total	3646	4054	3.40	67.52