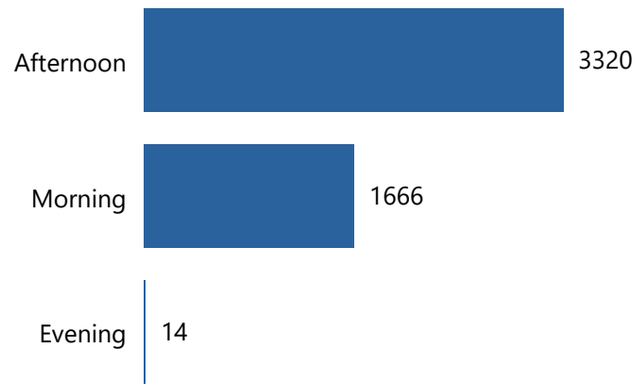
Customer Support Performance

Month, Day
All

Operational Efficiency

Agent Performance

Calls by Time Bucket



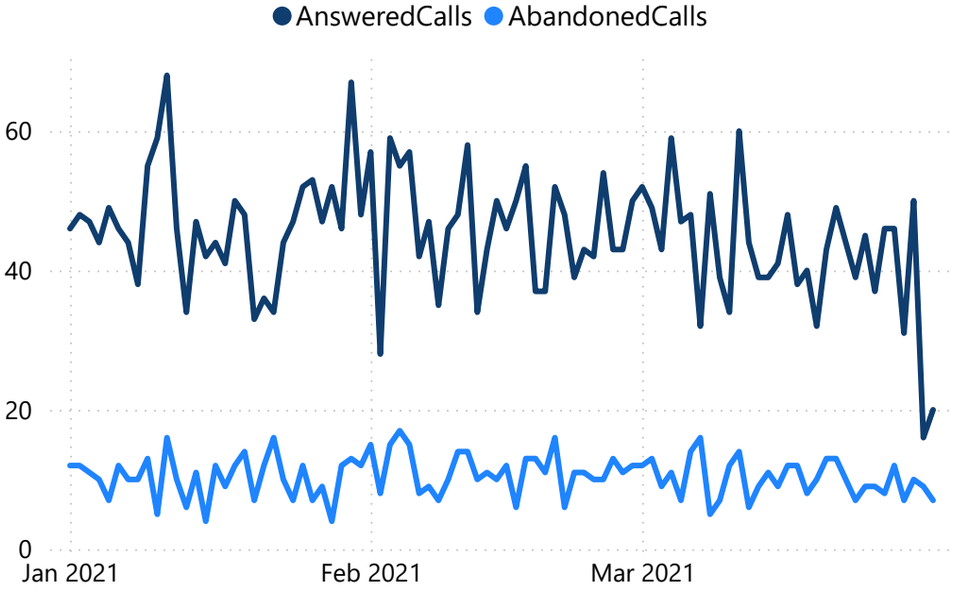
5000
Total Calls

81.08%
Call Answer Rate

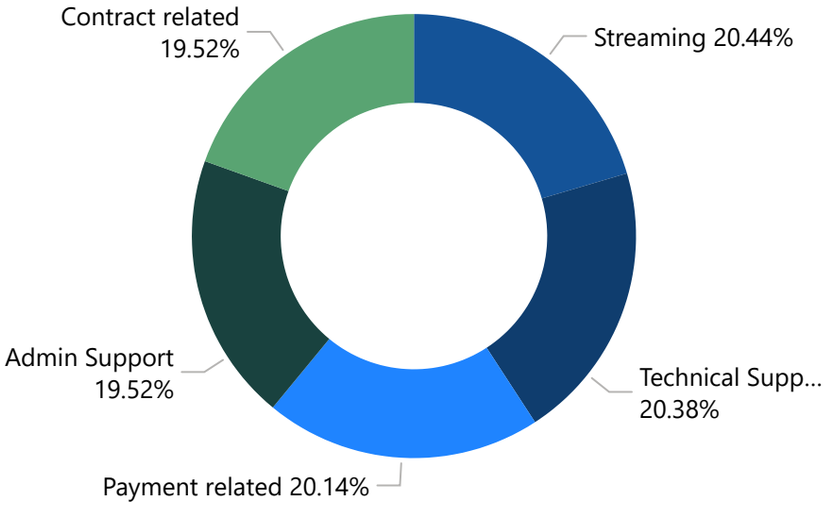
3.40
Avg Satisfaction Score

72.92%
Resolution Rate

Answered and Abandoned Calls by Date



Total Calls by Topic



Customer Satisfaction and Operational Efficiency

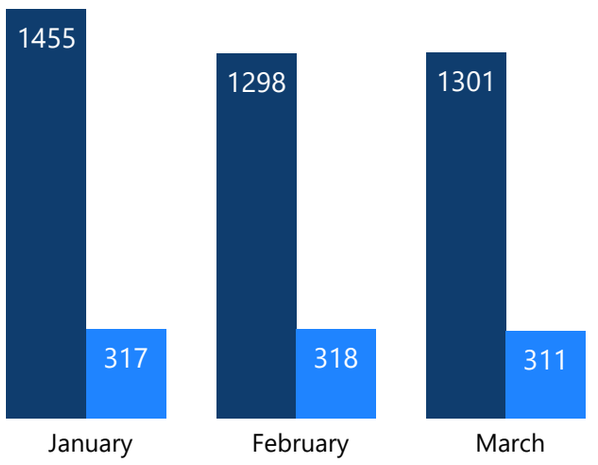
Topic
All

Month, Day
All

Executive Summary

Agent Performance

AnsweredCalls and AbandonedCalls by Month

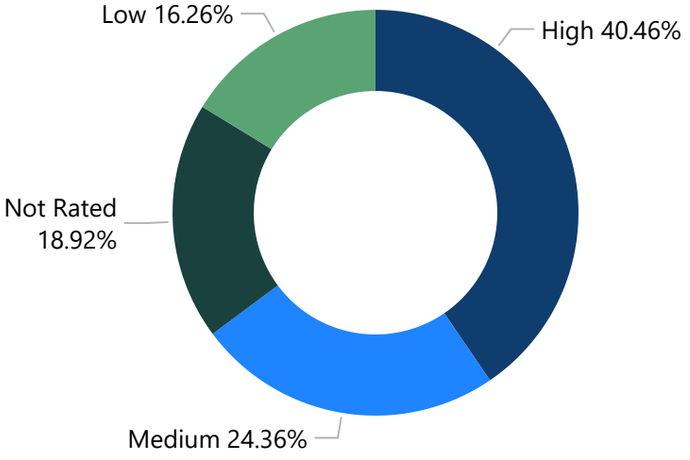


18.92%
Call Abandonment Rate

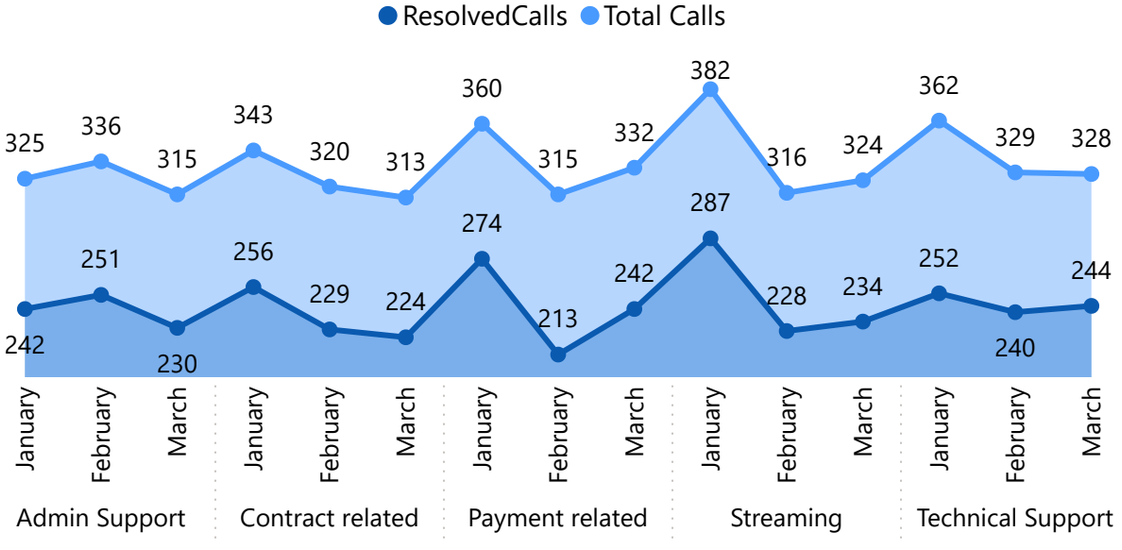
89.94%
Resolution Efficiency

Topic	Avg Satisfaction Score	Resolution Efficiency	Call Abandonment Rate
Admin Support	**3.43**	**90.94%**	**18.55%**
Contract related	**3.38**	**89.86%**	**19.16%**
Payment related	**3.40**	**89.12%**	**18.77%**
Streaming	**3.40**	**88.43%**	**17.12%**
Technical Support	**3.41**	**91.43%**	**21.00%**

Calls by Satisfaction Category



Calls Resolved by Topic and Month



Agent Performance Analysis

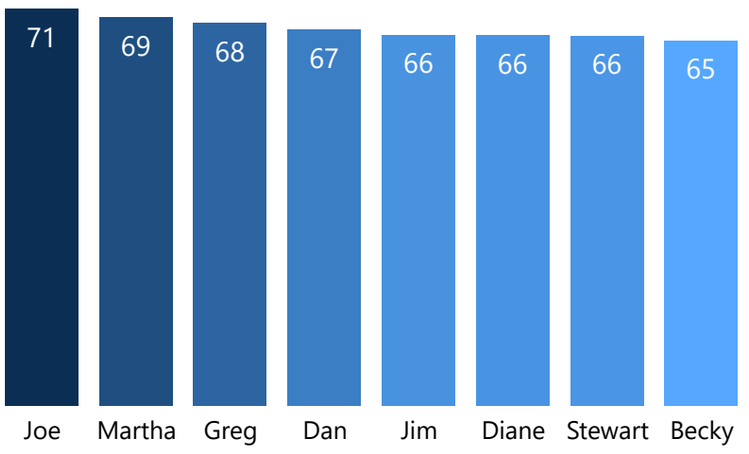
Select Agent

All

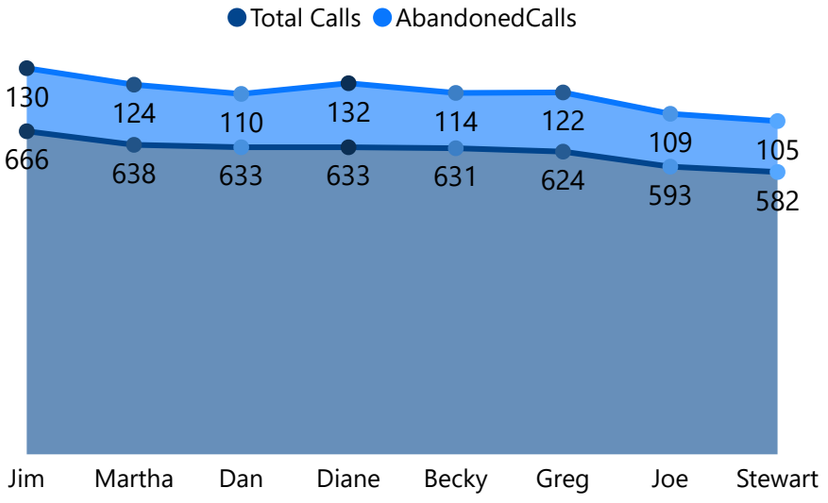
Executive Summary

Operational Efficiency

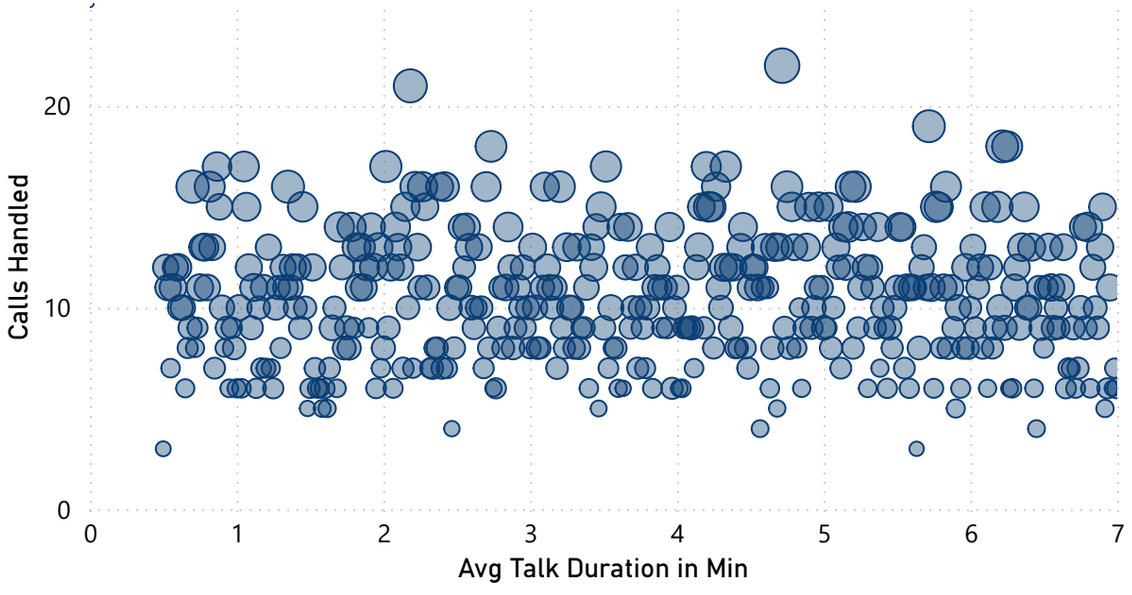
Avg Speed of Answer in Sec by Agent



Total Calls and Abandoned Calls by Agent



Average Talk Duration vs. Calls Handled (Sized by Satisfaction)



Agent Performance Table

Agent	Calls Handled	Avg Talk Duration in Min	Resolution Rate	Avg Satisfaction Score
Becky	631	3.67	73.22%	3.37
Dan	633	3.85	74.41%	3.45
Diane	633	3.65	71.41%	3.41
Greg	624	3.78	72.92%	3.40
Jim	666	3.80	72.82%	3.39
Joe	593	3.74	73.52%	3.33
Martha	638	3.73	72.26%	3.47
Stewart	582	3.77	72.85%	3.40