



CALL CENTER

Topic

All

Agent

All

Time

All

01-01-2021

31-03-2021

5

Total Topics

8

Total Agents

3646

Resolved

4054

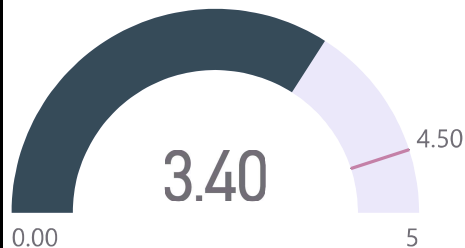
Answered

67.52

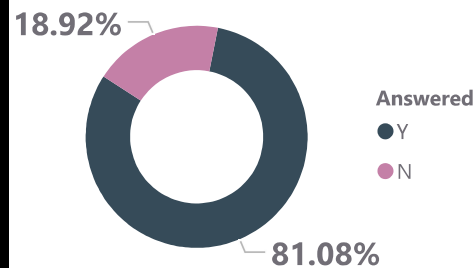
Avg Speed_Ans (in Sec)

Agent	Answered	Resolved(Y)	Avg Sat_rating	Avg Speed_Ans (in Sec)
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Stewart	477	424	3.40	66.18

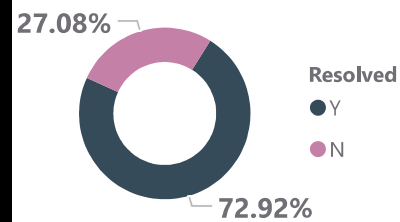
Avg Satisfaction Rating



Answered



Resolved



No. of Calls per Month

