

Call Center



Agent

All

Topic

All

Date

01-01-2021



31-03-2021



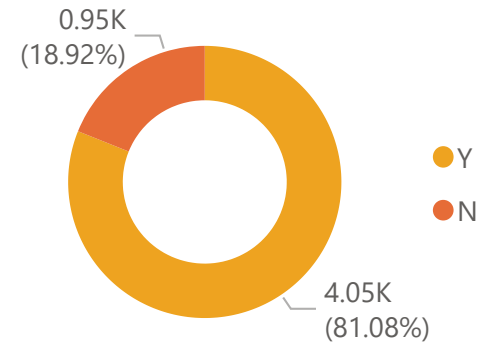
Average speed of answer

67.52

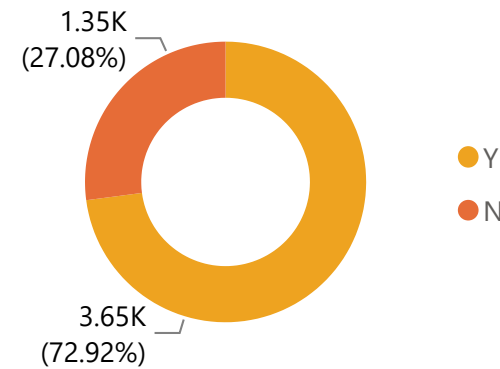
Average Satisfaction

3.40

Call Answered

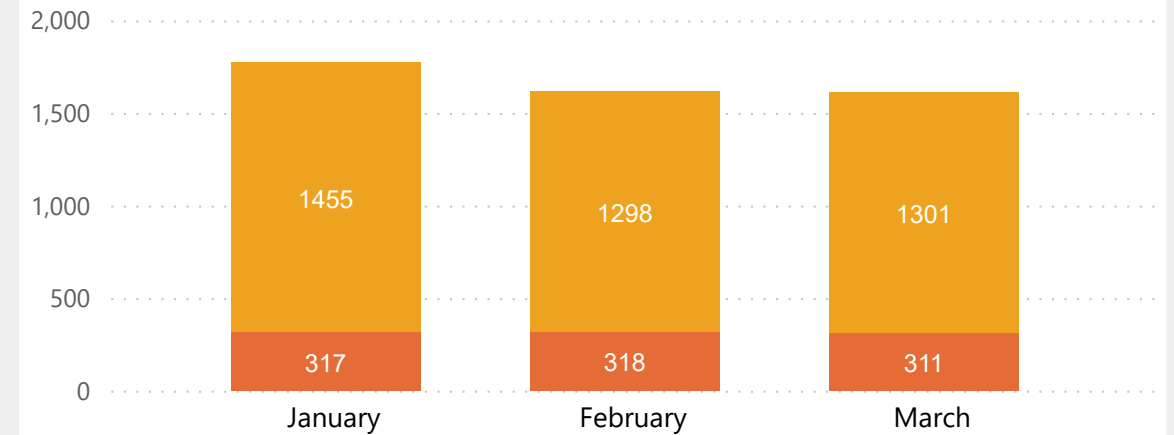


Call Resolved



No of Calls Per Month

Answered ● N ● Y



Agent Details

Agent	# of calls	# of call answered	# of call resolved	Avg satisfaction rate
Becky	631	517	462	3.37
Dan	633	523	471	3.45
Diane	633	501	452	3.41
Greg	624	502	455	3.40
Jim	666	536	485	3.39
Joe	593	484	436	3.33
Martha	638	514	461	3.47
Stewart	582	477	424	3.40

No of Call Per Weekday

