

Total Calls

1616

Calls Answered

1298

Calls Rejected

318

Total Agents

8

% Calls Answered

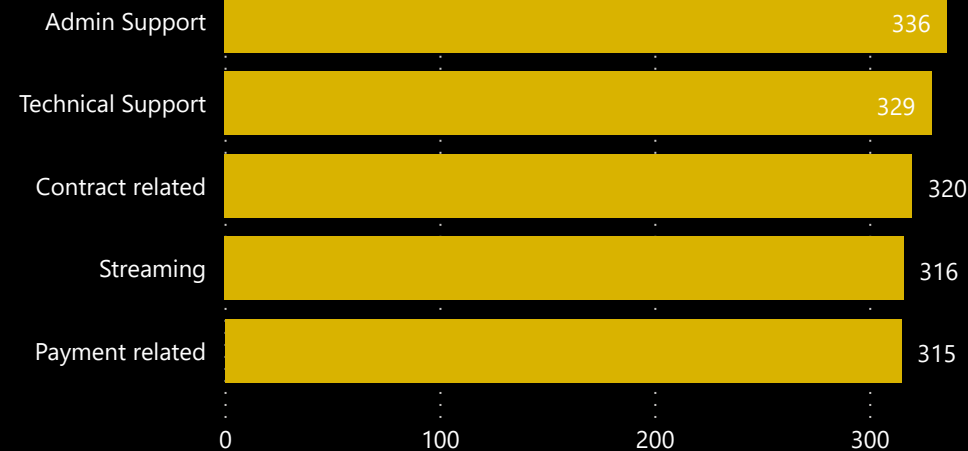
80.3%

% Calls Rejected

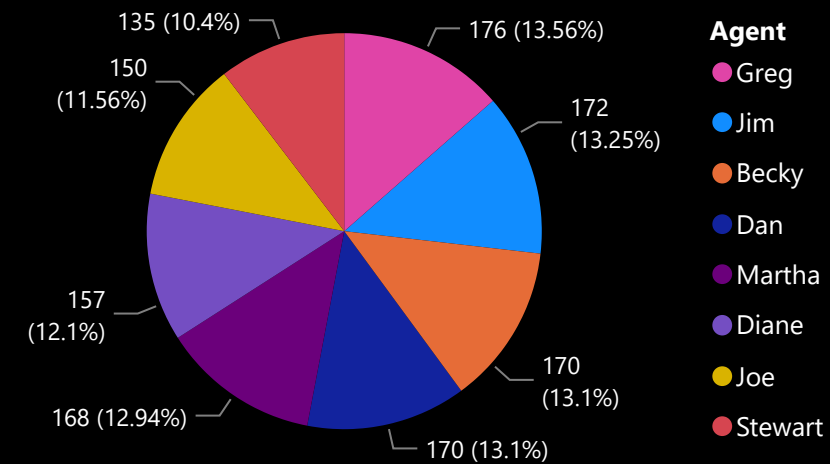
19.7%

Total calls by Topic

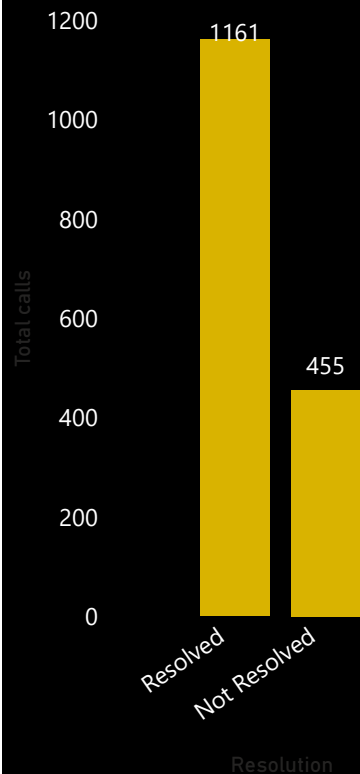
Topic



Sum of Calls Answered by Agent



Total calls by Resolution



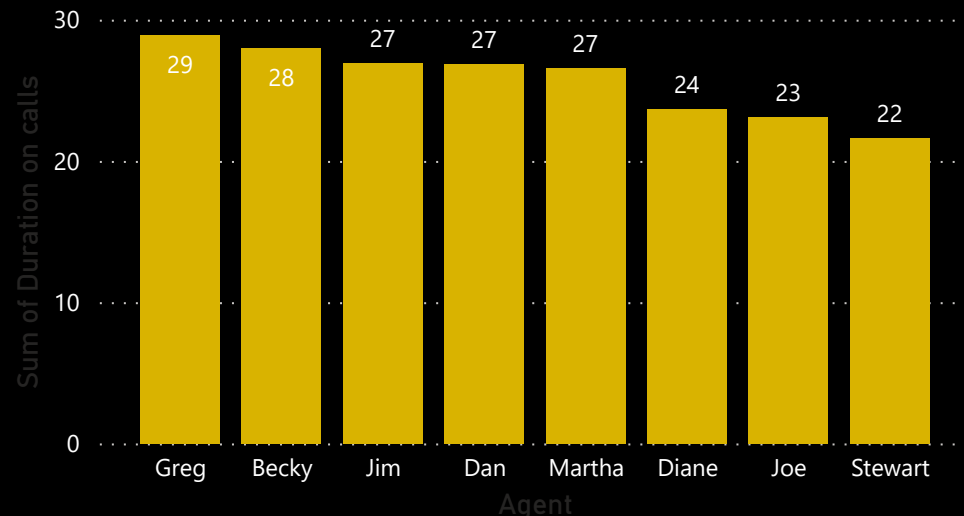
Highest Saticfaction Rating

Dan

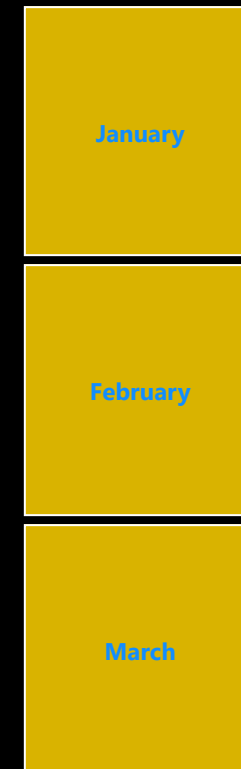
Highest Calls Answered

Greg

Sum of Duration on calls by Agent



Month



Total calls by Month and Day

