

# Call Center KPI

Agent

All

Topic

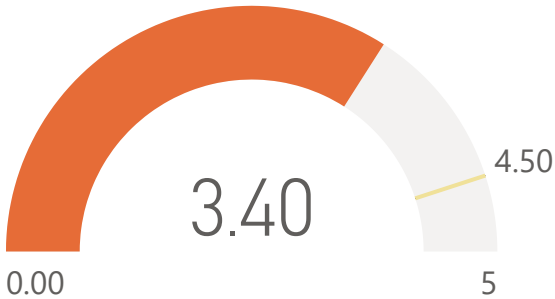
All

Date

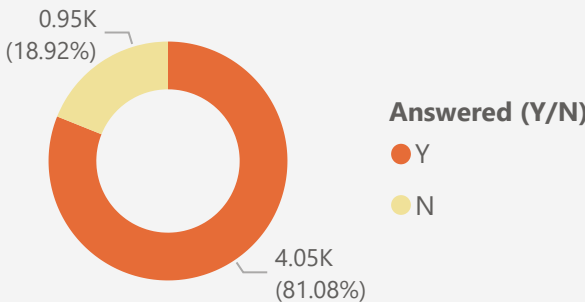
1/1/2021

3/31/2021

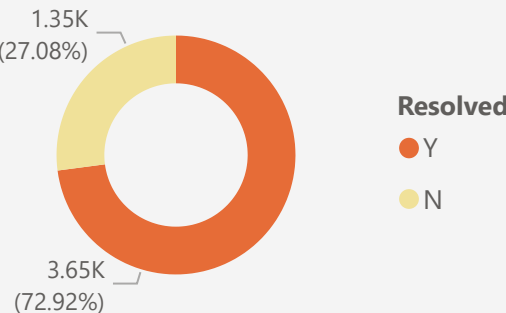
Average satisfaction



Answered



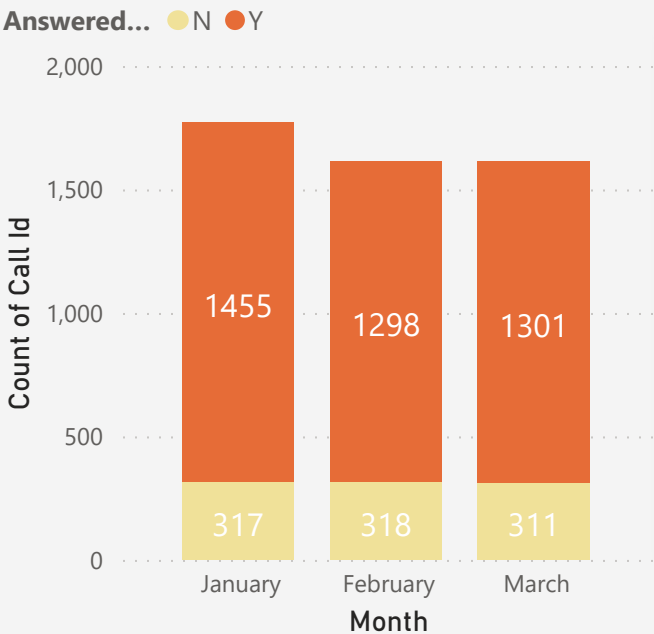
Resolved



Average speed of answers

67.52

Number of calls per month



Agent statistics

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