

Call Center Trends

Agent

All

Topic

All

Date

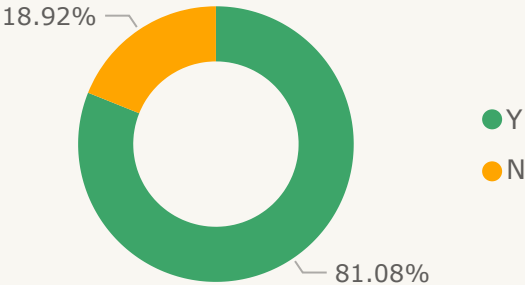
01-01-2021

31-03-2021

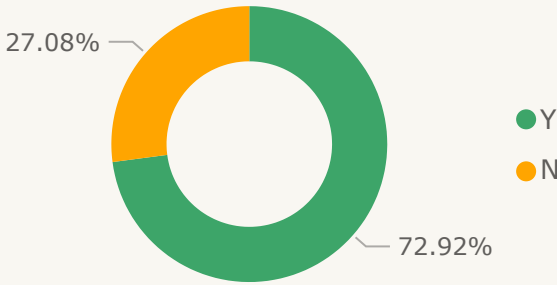
Average speed of answer (s)

67.52

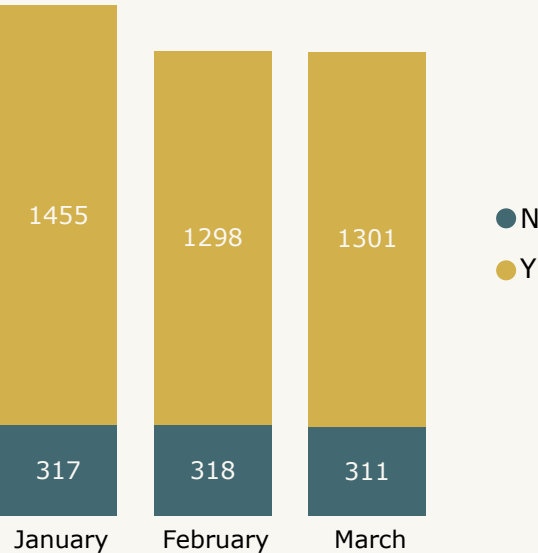
Answered



Resolved



Number of Calls per Month



Agent statistics

Agent	# of answered	# of resolved	Avg satisfaction rate	Avg speed of answer 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

Average Satisfaction

