



Agents

- Select all
- Becky
- Dan
- Diane
- Greg
- Jim
- Joe
- Martha
- Stewart

Month

- Select all
- January
- February
- March

Day

All

Abandoned calls

946

Answered calls

4054

Total Calls

5000

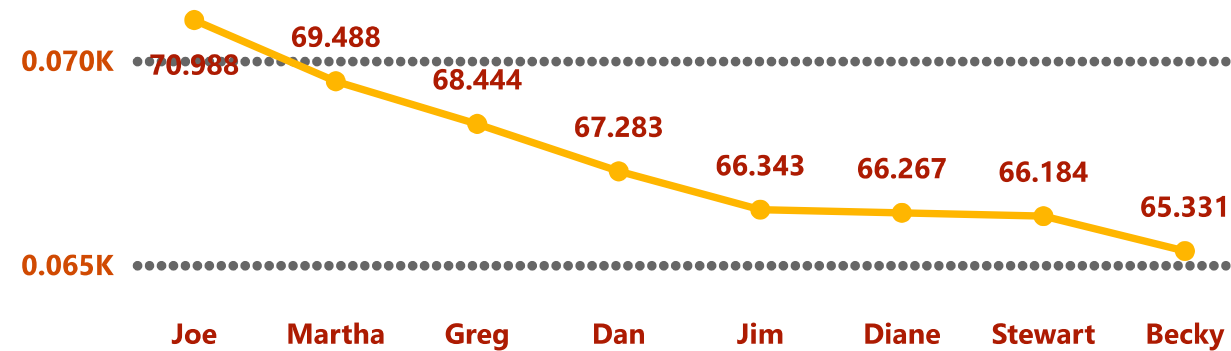
Agents

8

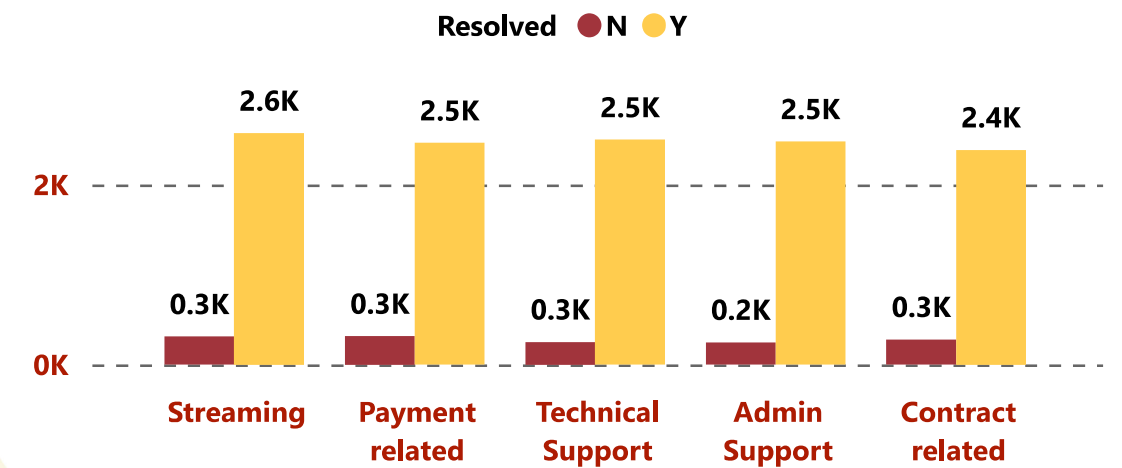
Avg Rating

3.40

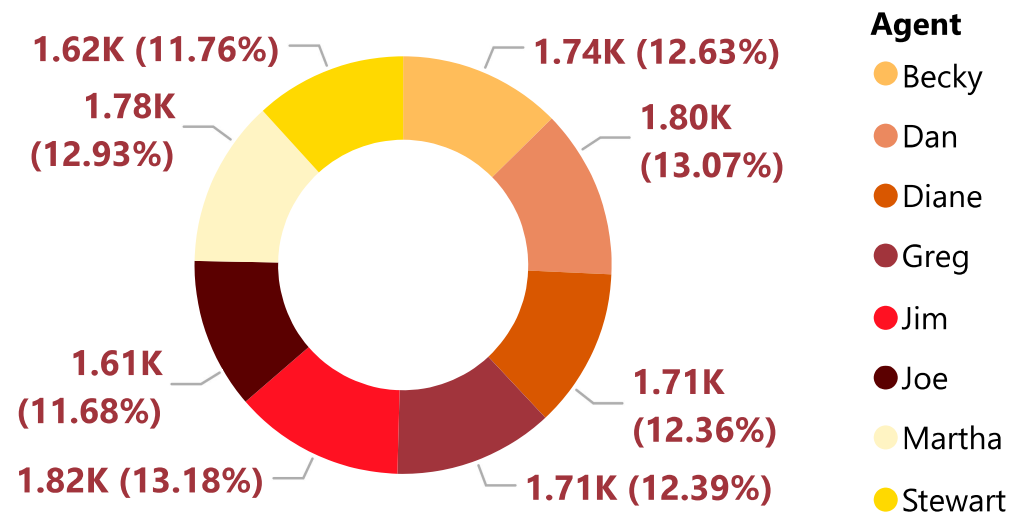
Speed of answer in seconds by agent



Satisfaction rating by Topic



Satisfaction rating by talk duration



Satisfaction rating by Agent

