

Call Center Trends

Agent

All

Topic

All

Date

1/1/2021

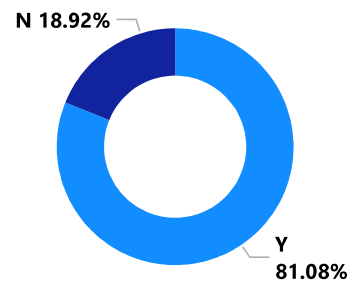
3/31/2021



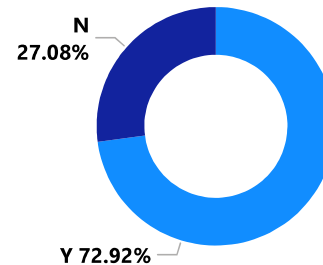
Avg. Speed of Answers

67.52

Answered



Resolved

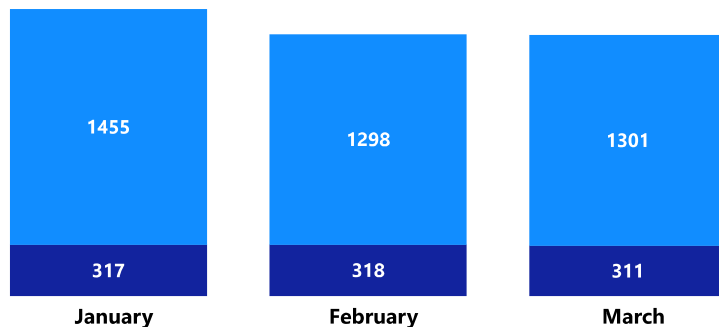


Avg. Satisfaction Rating



Number of Calls per Month

Answered ● N ● Y



Agents Performances

Agent	Answered	Resolved (Y)	Avg. Satisfaction Rating	Avg. SOA (Seconds)
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18