



PhoneNow Performance Meter

Call Center Data

Agent

All

Topic

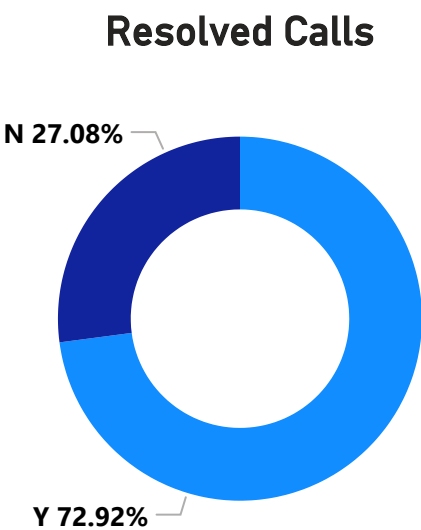
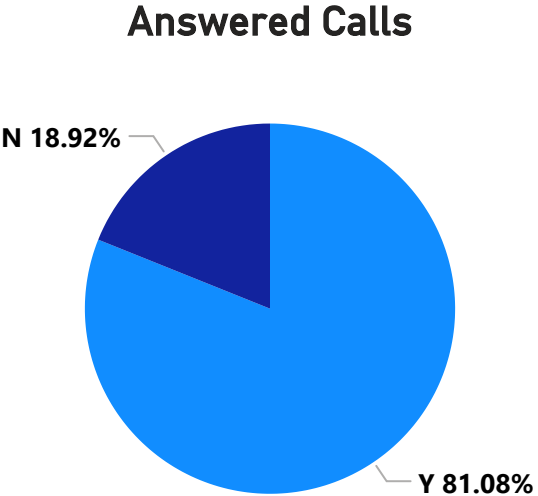
All

Answered Calls

4054

Abandoned Calls

946

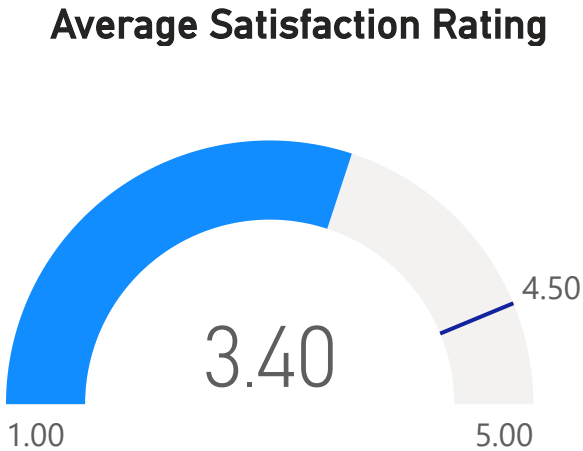


Average Answer Speed(sec)

67.52

Total Calls

5000



Agent's Performance

Agent	Answered	Resolved	Avg Rating	AvgTalk(S)	Avg Ans Speed(S)
Joe	484	436	3.33	224.10	70.99
Martha	514	461	3.47	223.73	69.49
Greg	502	455	3.40	226.80	68.44
Dan	523	471	3.45	231.19	67.28
Jim	536	485	3.39	228.11	66.34
Diane	501	452	3.41	218.95	66.27
Stewart	477	424	3.40	226.21	66.18
Becky	517	462	3.37	220.01	65.33
Total	4054	3646	3.40	224.92	67.52

