

Agent

All

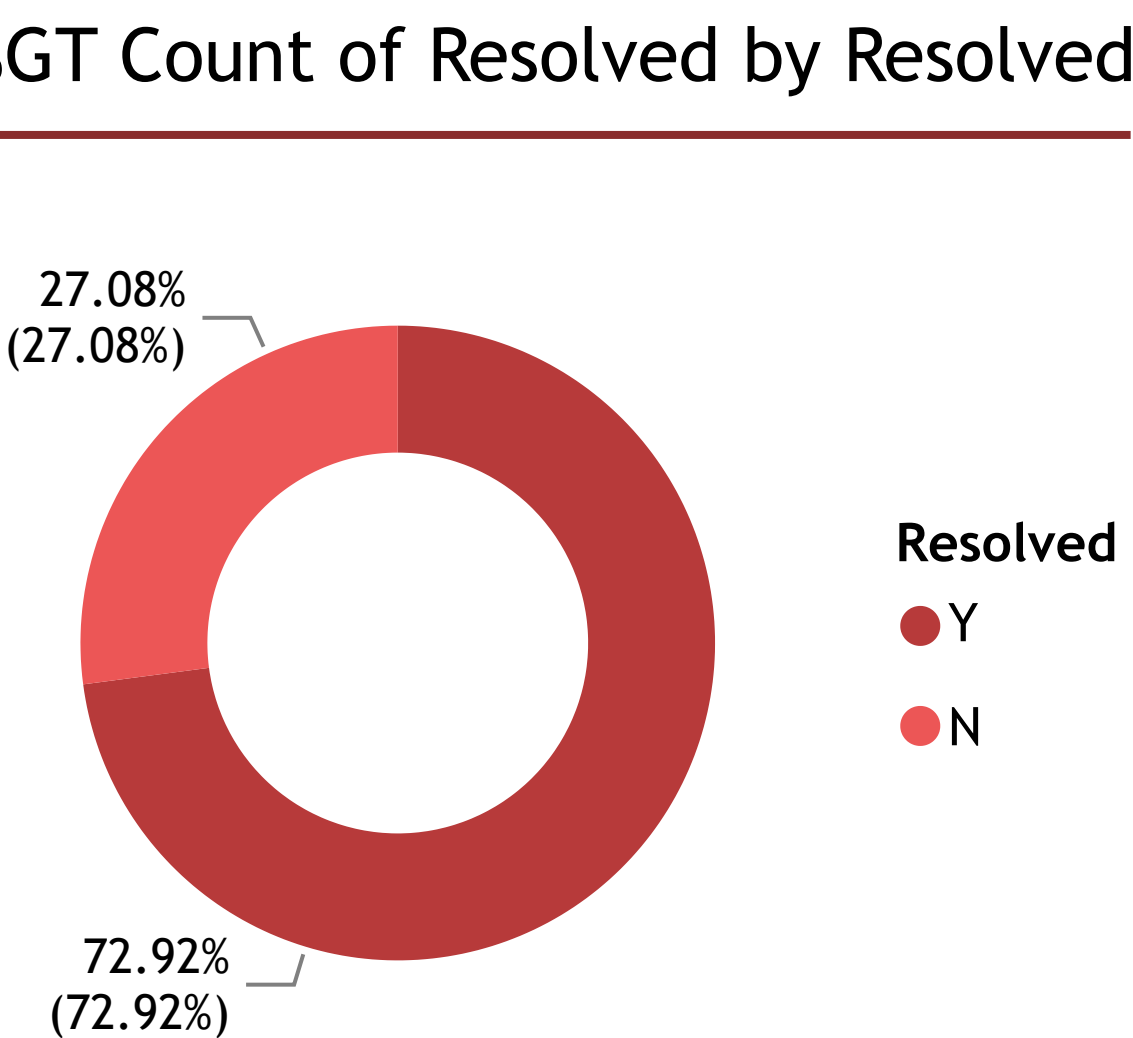
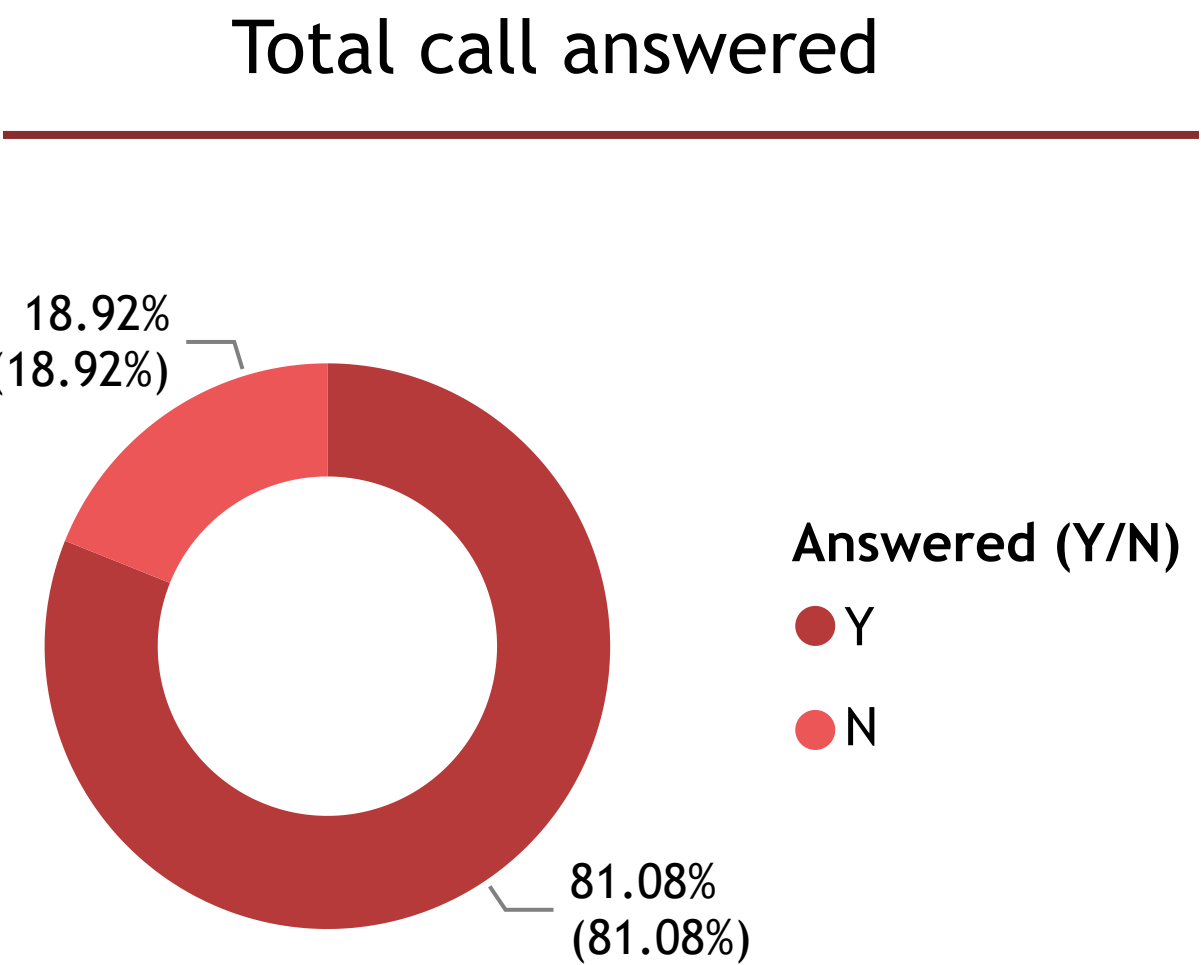
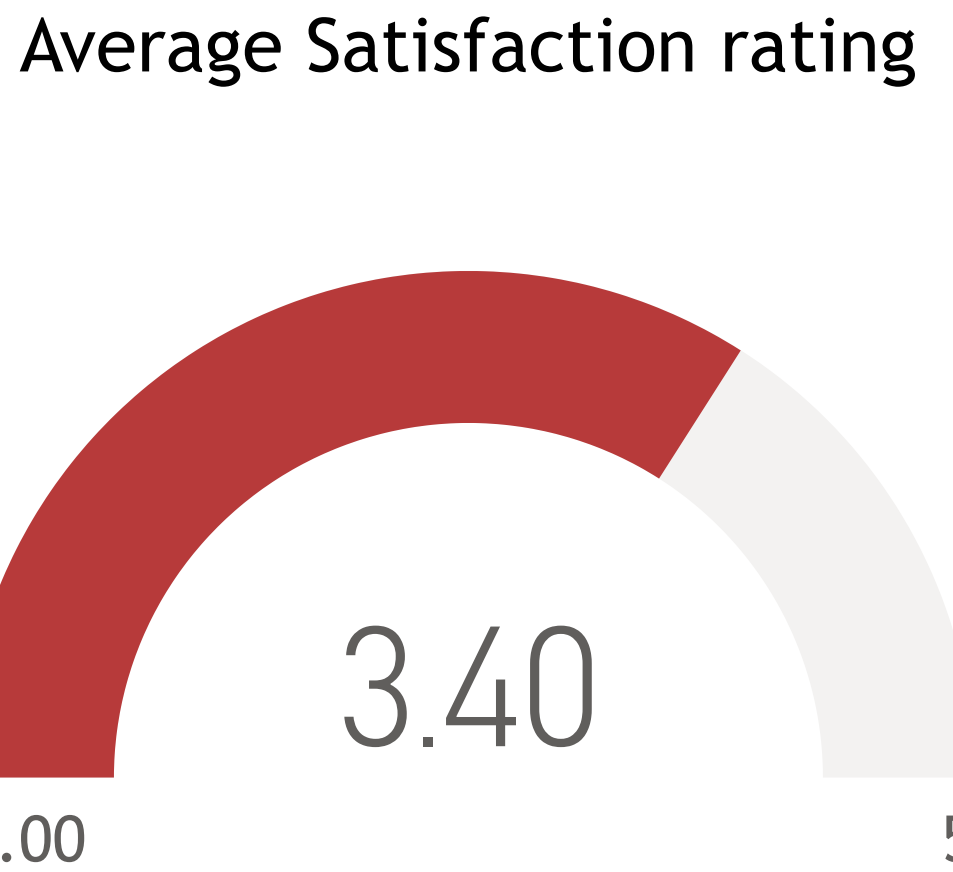
Topic

All

Date

1/1/2021

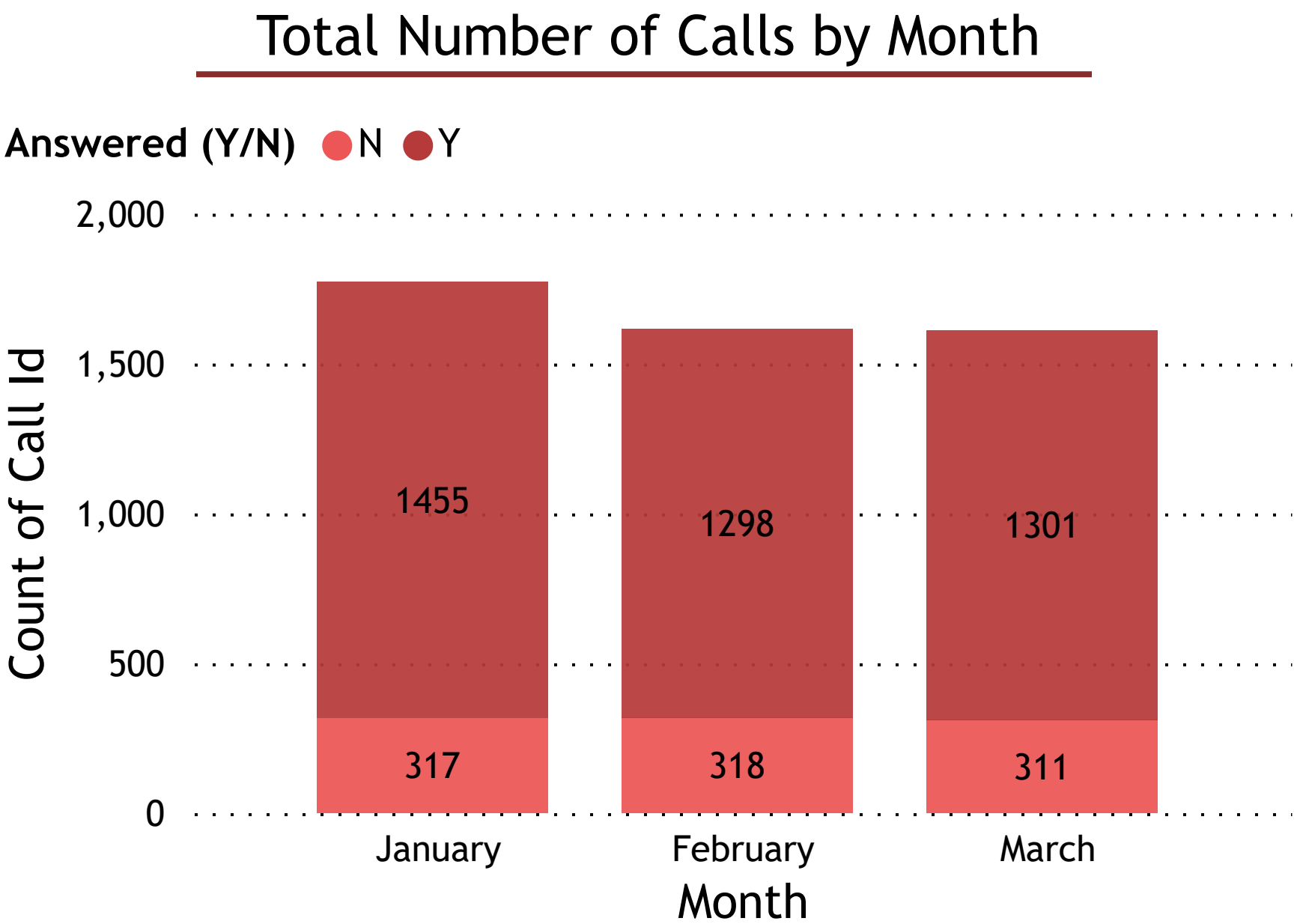
3/31/2021



Average Speed of answer

67.52

Average of Speed of answer in seconds



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