

Call Center Trends Report

Agent

All

Topic

All

Date

All

Total Calls

5000

Total Agents

8

Avg. Speed of Answer (Sec.)

67.52

Most Calls Answered

Jim

Most Calls Missed

Diane

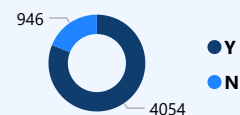
Most Rated

Martha

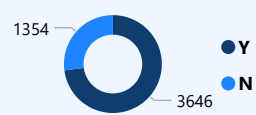
Agent's Performance Quadrant

Agent	Total Calls	Total Calls Answered	Total Calls Missed
Joe	593	484	109
Martha	638	514	124
Greg	624	502	122
Dan	633	523	110
Jim	666	536	130
Diane	633	501	132
Stewart	582	477	105
Becky	631	517	114

Total Calls Answered



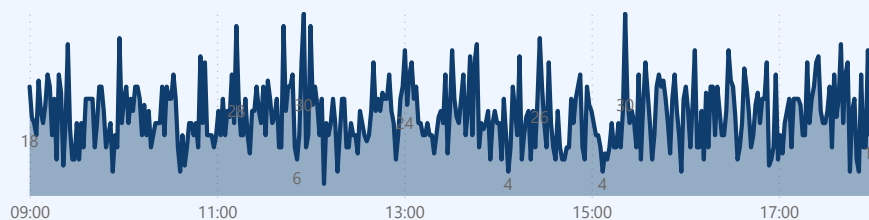
Total Calls Resolved



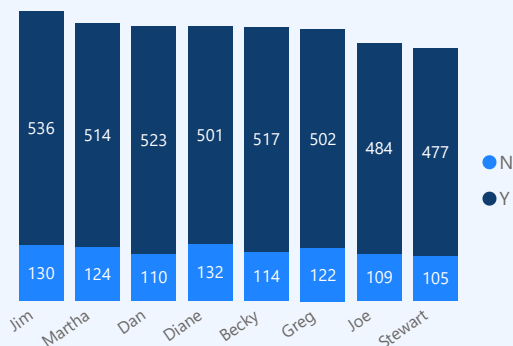
Overall Customer Satisfaction Rating



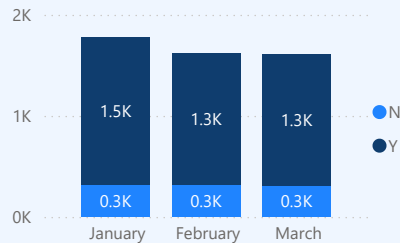
Count of Calls by Time



Count of Calls by Agent



Answered / Abandoned Calls by Month



Call Distribution

