



# Call Center Trends



Agent

All

Topic

All

1/1/2021

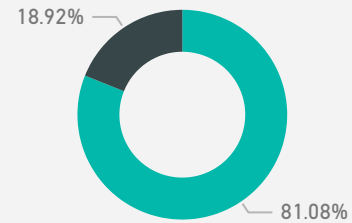
3/31/2021



Average satisfaction

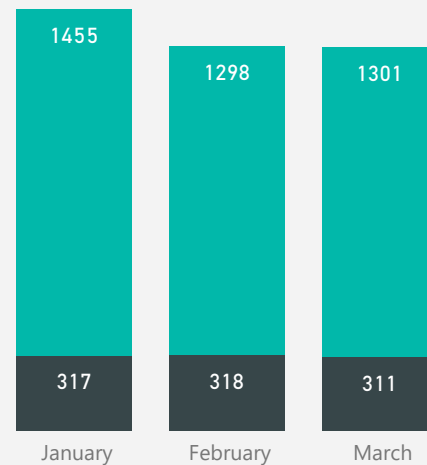


Answered

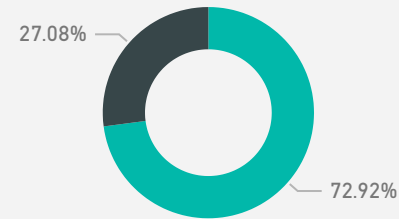


Number of calls per month

Answered ● N ● Y

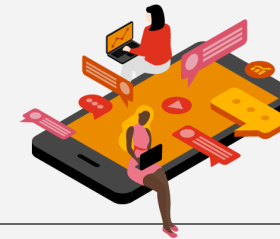


Resolved



Agent statistics

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
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



67.52