



Agent

Agent

All

▼

Topic

Topic

All

▼

Date

Date

01-01-2021

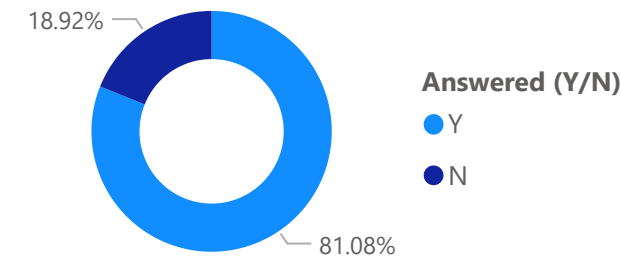
31-03-2021



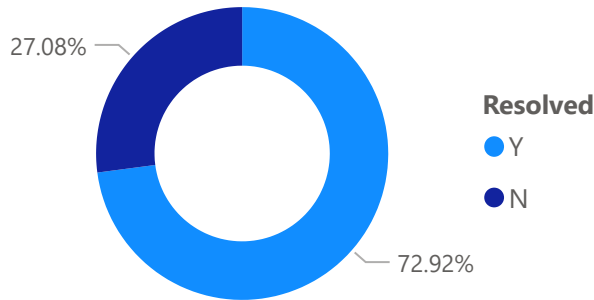
Average Satisfaction Rating



Call Answered (Y vs N)



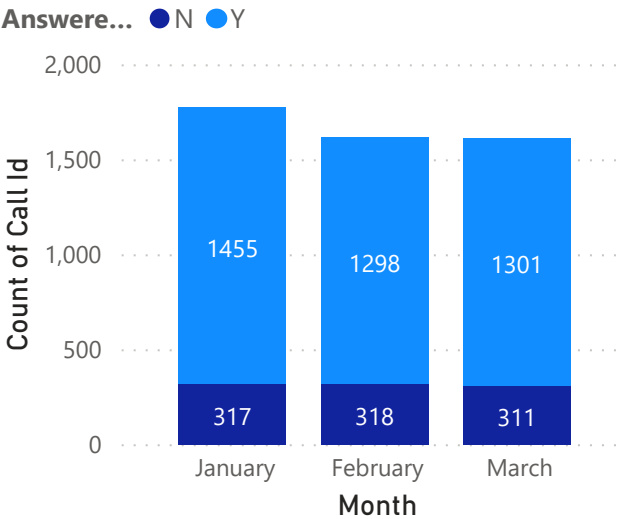
Count of Issue Resolved



Average Speed of Answer

67.52

Count of Call Id by Month and Answered (Y/N)



Agent Overall Statistic

Agent	Satisfaction rating	Average Speed	Answered	Not Answered	Resolved	Not Resolved
Jim	3.39	66.34	536	130	485	181
Dan	3.45	67.28	523	110	471	162
Becky	3.37	65.33	517	114	462	169
Martha	3.47	69.49	514	124	461	177
Greg	3.40	68.44	502	122	455	169
Diane	3.41	66.27	501	132	452	181
Joe	3.33	70.99	484	109	436	157
Stewart	3.40	66.18	477	105	424	158
Total	3.40	67.52	4054	946	3646	1354