

Employee Performance Metrics: Call Center

Agent

All

Topic

All

Date

All

Total Calls

5000

Call Answer Rate (%)

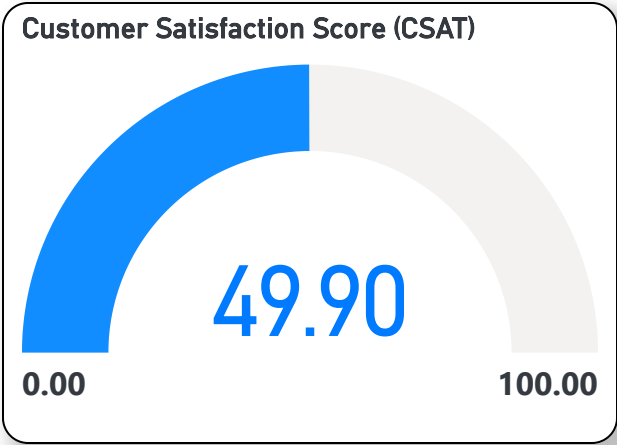
81.08

Calls Abandoned

946

Avg Call Answer Time (s)

67.52



Total Agents

8

Calls Answered

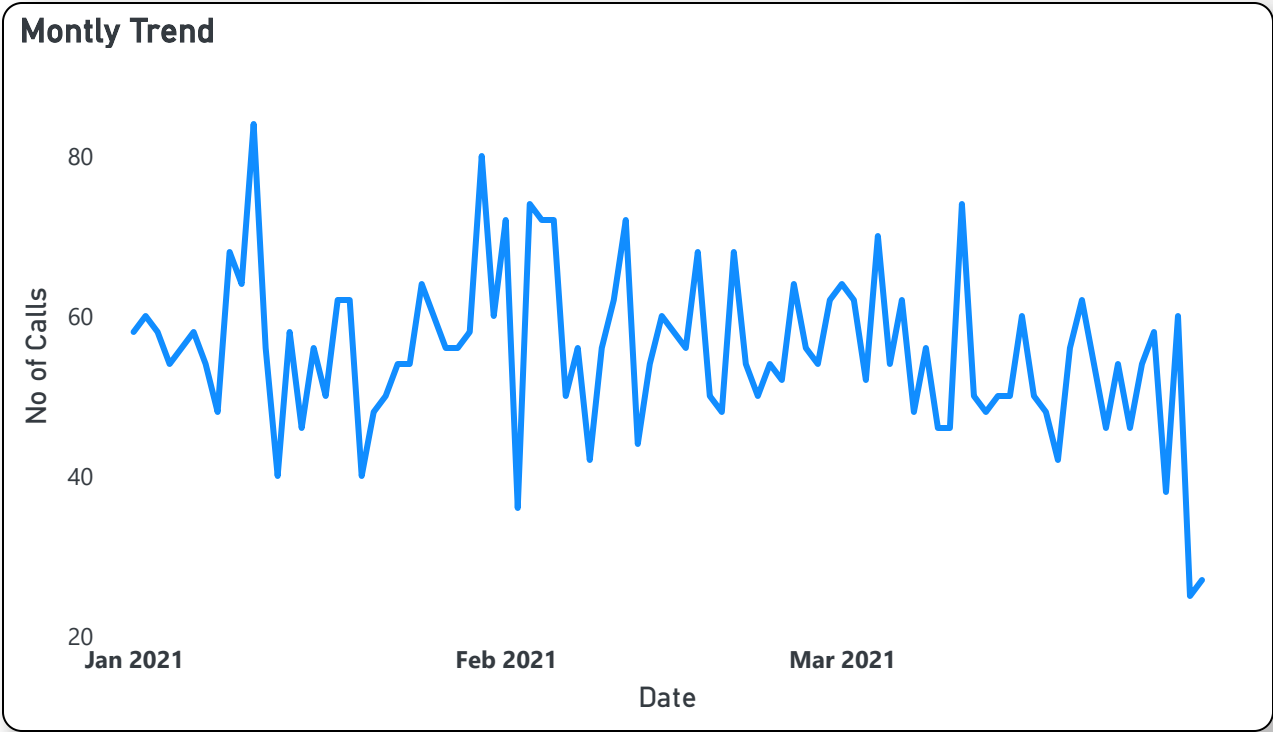
4054

Resolved Calls

3646

Customers Satisfied

2023



Agent Performance				
Agent	Total calls	Total answered calls	Total abandoned calls	Total resolved calls
Diane	633	501	132	452
Jim	666	536	130	485
Martha	638	514	124	461
Greg	624	502	122	455
Becky	631	517	114	462
Dan	633	523	110	471
Joe	593	484	109	436
Stewart	582	477	105	424