Call Center

Agent

All

Topic

All

Date

01-01-2021   31-03-2021

Average satisfaction

3.40

0   4.5   5

Answered

18.92%

81.08%

- Y
- N

Resolved

27.08%

72.92%

- Y
- N

Average speed of answer (s)
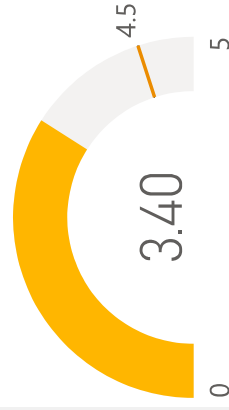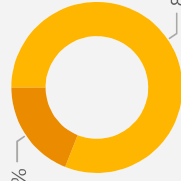
67.52
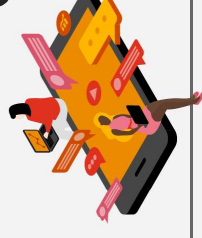
Number of calls per month

Answered ● N ● Y

Month	N	Y
January	317	1455
February	318	1298
March	311	1301
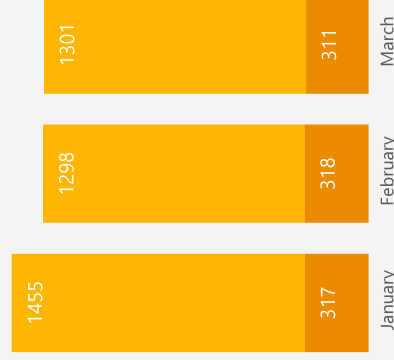
Agent statistics

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