

# Call Center Metrics Report

14K

Sum of Satisfaction rating

67.52

Average of Speed of ans...

Count of Topic by Day

87

Count of Resolved by Agent

582

Agent

Becky

Greg

Martha

Dan

Jim

Stewart

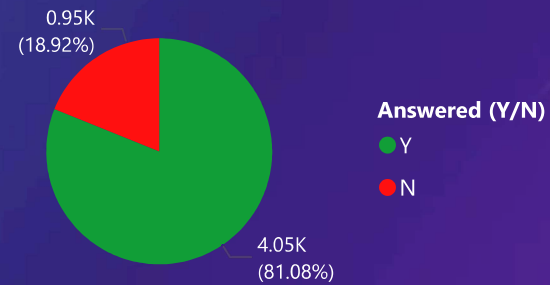
Diane

Joe

Count of Call Id by Day

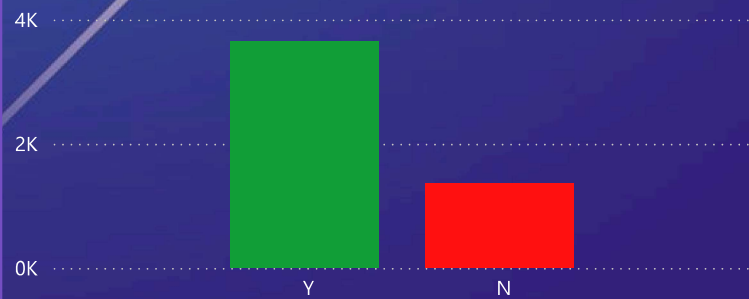


Count of Call Id by Answered (Y/N)



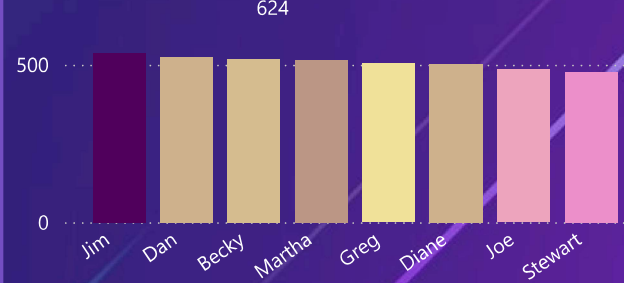
Count of Topic by Resolved and Resolved

Resolved ● Y ● N



Count of AvgTalkDuration by Agent

Count of Agent 582 624 666



Sum of Satisfaction rating by Agent

