

Topic

All

01-01-2021 31-03-2021

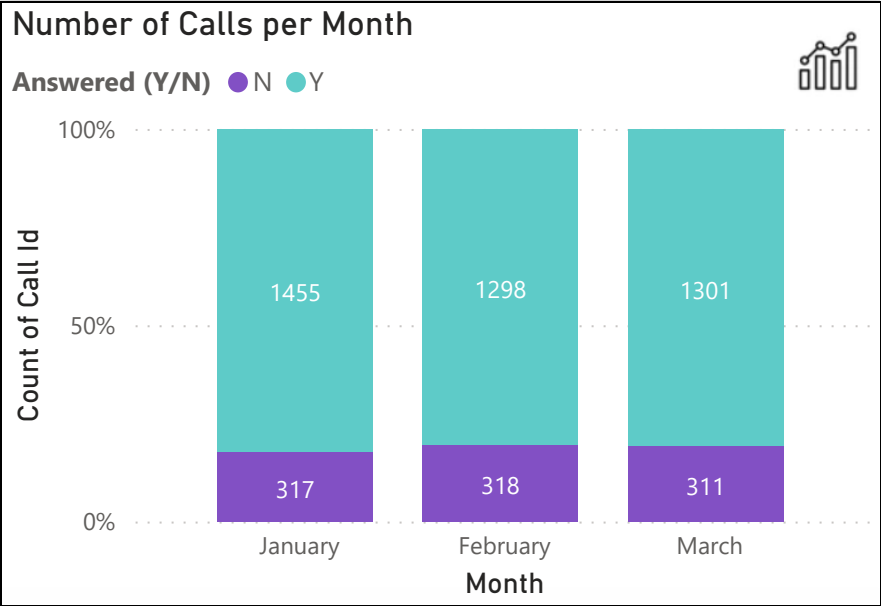
Agent

All

Average speed of answering

67.52

In Seconds



Agent Analysis				
Agent	Answered (Y/N)	Resolved	Satisfaction rating	Average of Speed of answer in seconds
Becky	Y	N	3.47	64.40
Becky	Y	Y	3.36	65.44
Dan	Y	N	3.56	68.83
Dan	Y	Y	3.44	67.11
Diane	Y	N	3.51	74.94
Diane	Y	Y	3.39	65.33
Greg	Y	N	3.45	61.62
Greg	Y	Y	3.40	69.15
Jim	Y	N	3.33	68.53
Jim	Y	Y	3.40	66.11
Joe	Y	N	3.27	69.15
Joe	Y	Y	3.34	71.19
Total			3.40	67.52