

Month

All

Agent

All

Topic

All

## PERFORMANCE ASSESSEMENTS REPORT OF AGENTS

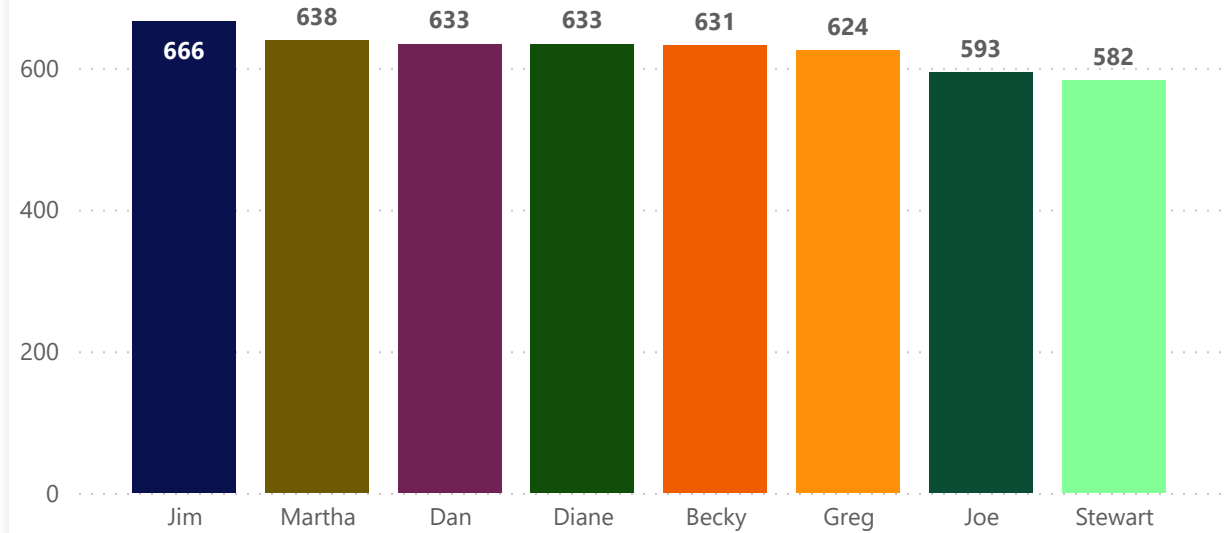
TOTA CALLS OF CALLS 5000 OVER A PERIOD OF 3 MONTHS

### TOTAL CALLS ANALYSED

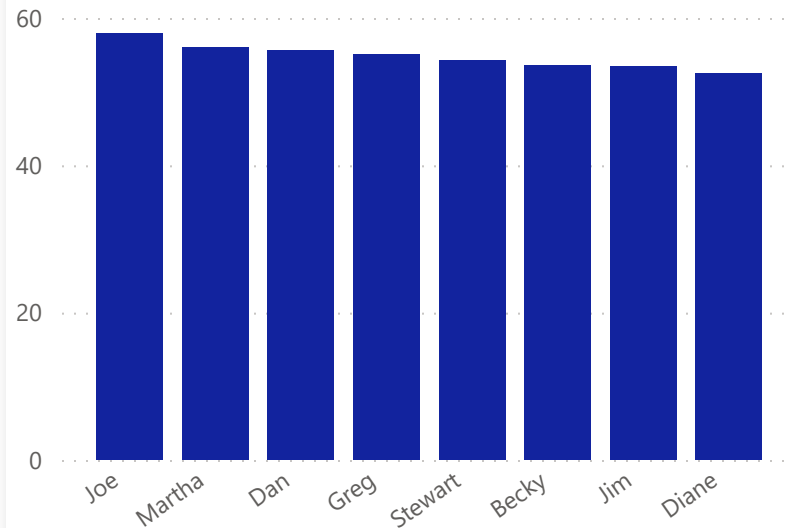
TOTAL CALLS

5K

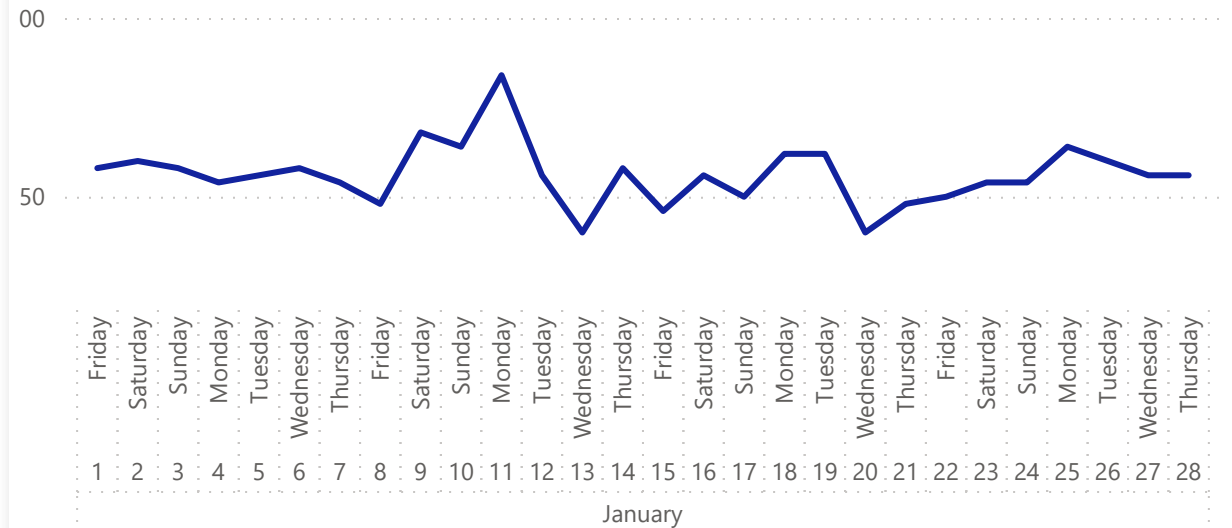
### TOTAL CALLS BY EACH AGENT



### AVERAGE SPEED TO ANWSER CALLS



### TOTAL CALLS BY DATE



## PERFORMANCE ASSESSEMENTS REPORT OF AGENTS

Month ▼

All ▼

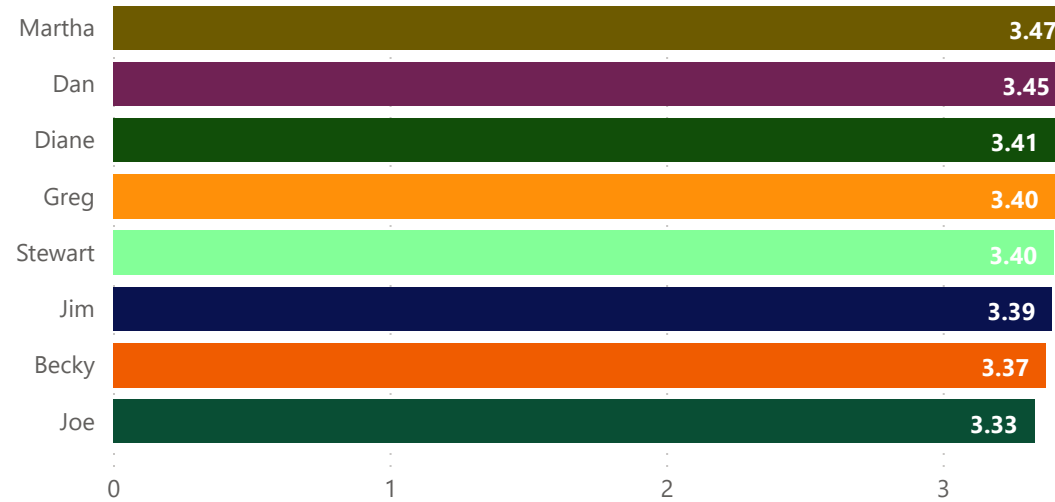
Agent ▼

All ▼

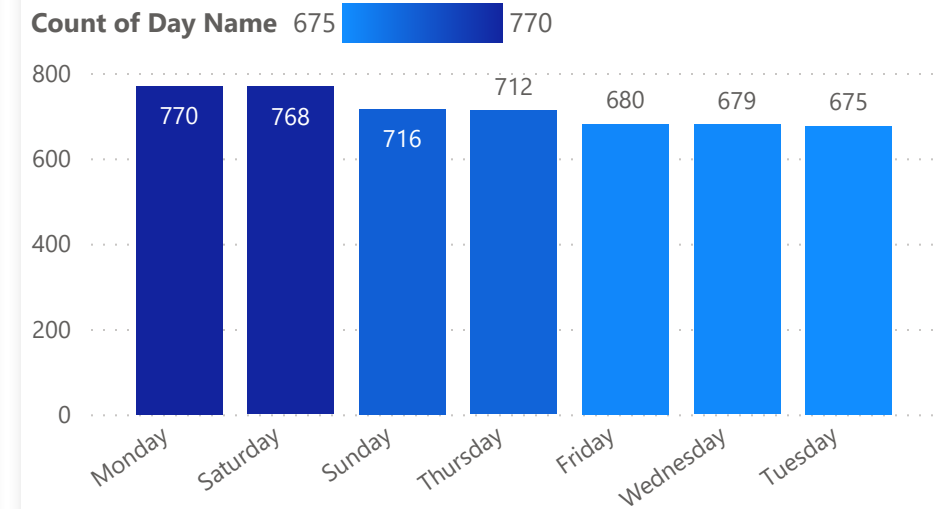
Topic ▼

All ▼

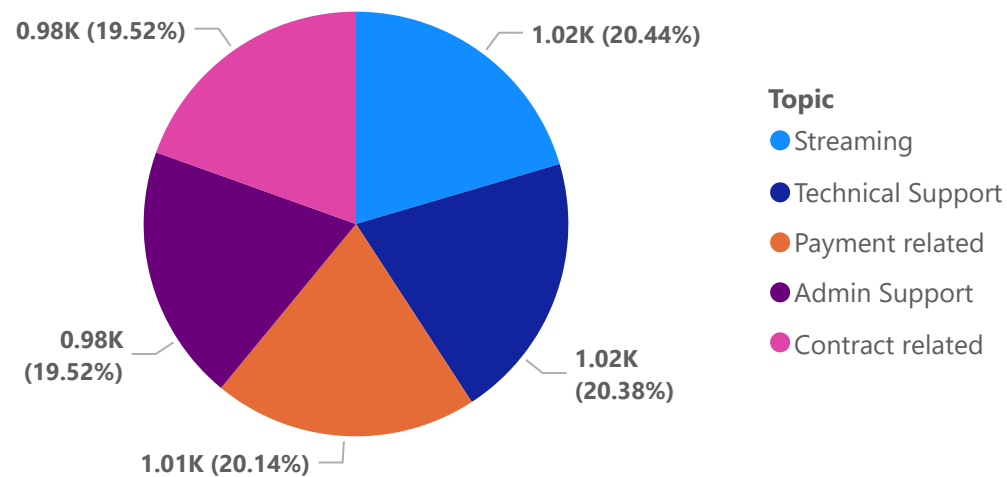
### BEST AGENT BASED ON RATINGS



### CALLS BY DAY OF WEEK



### CALLS BASED ON TOPIC



### Count of Answered (Y/N) by Agent and Answered (Y/N)

