

OPERATIONAL PERFORMANCE REPORT

5000

Total Calls

4054

Answered Calls

3646

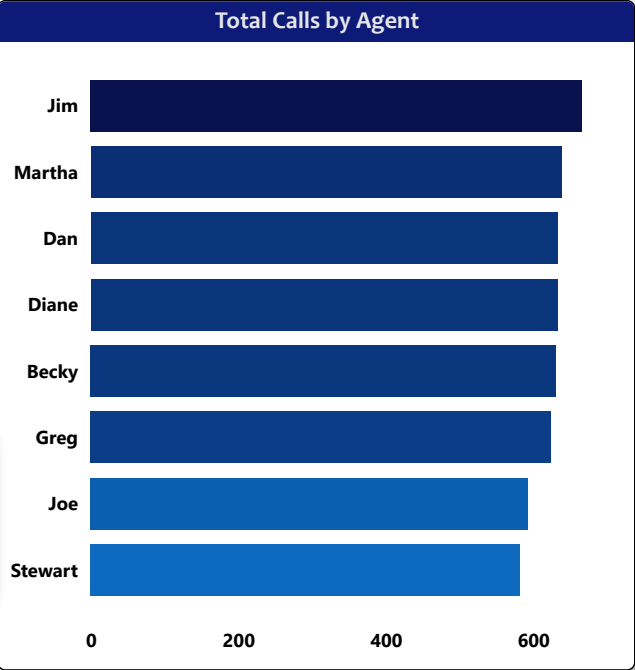
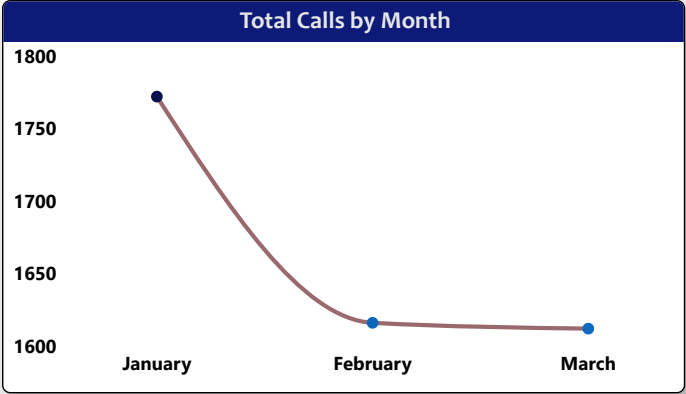
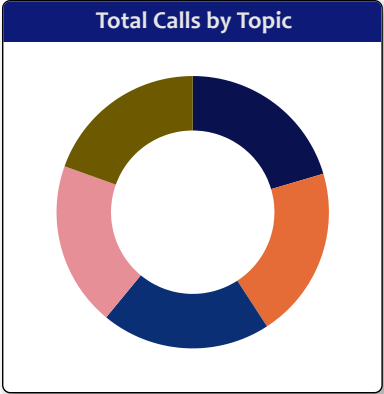
Resolved Calls

72.92

Resolution Rate

54.75

Average Speed of Answer



Agent

All

Topic

All

Day

All

AGENT PERFORMANCE REPORT: Total resolved calls is 3646 and total unresolved calls is 1354.

Agent

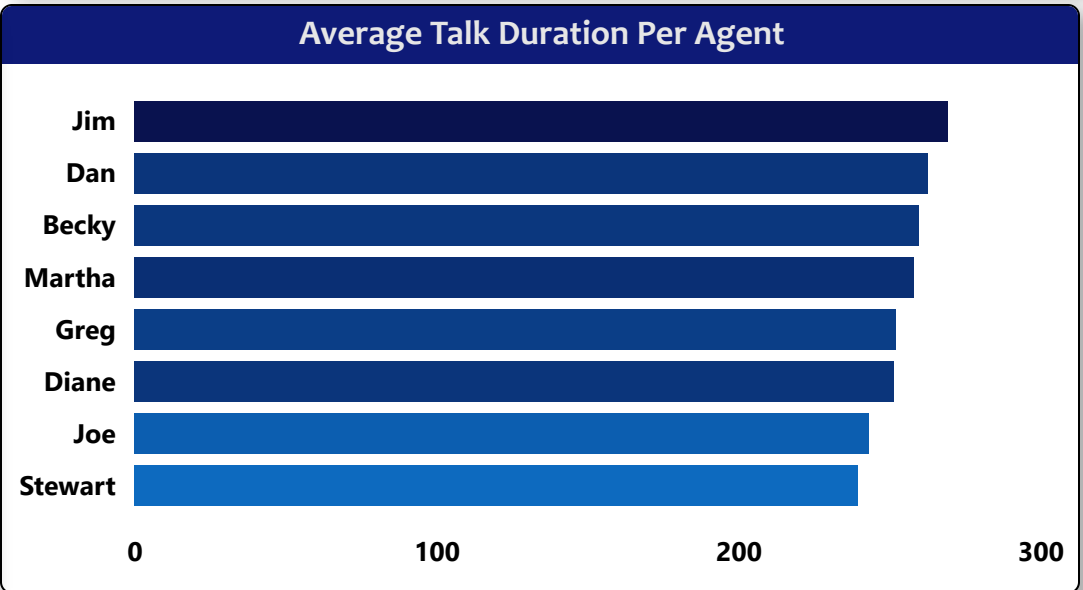
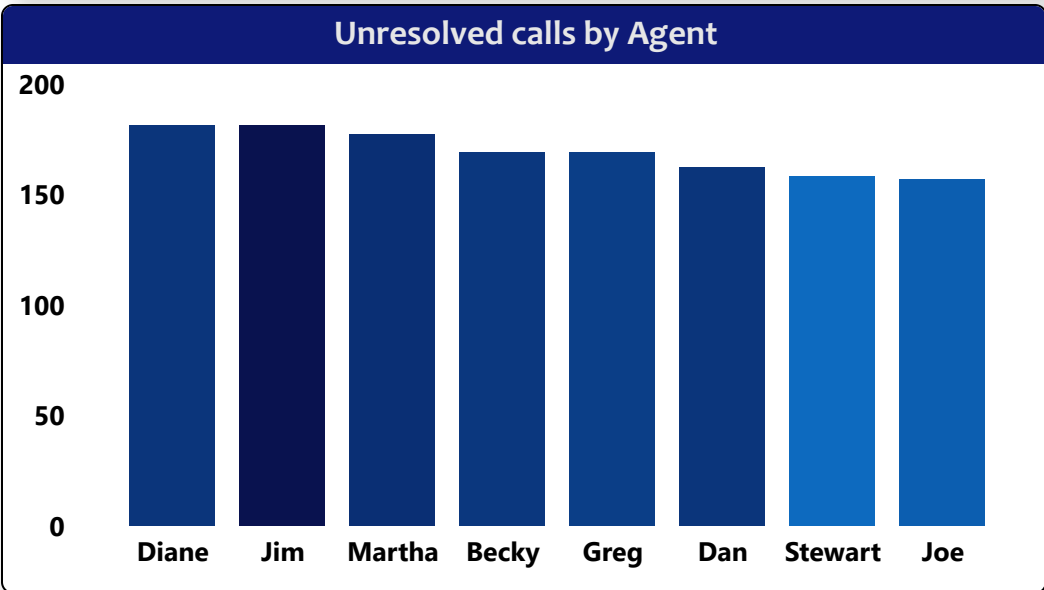
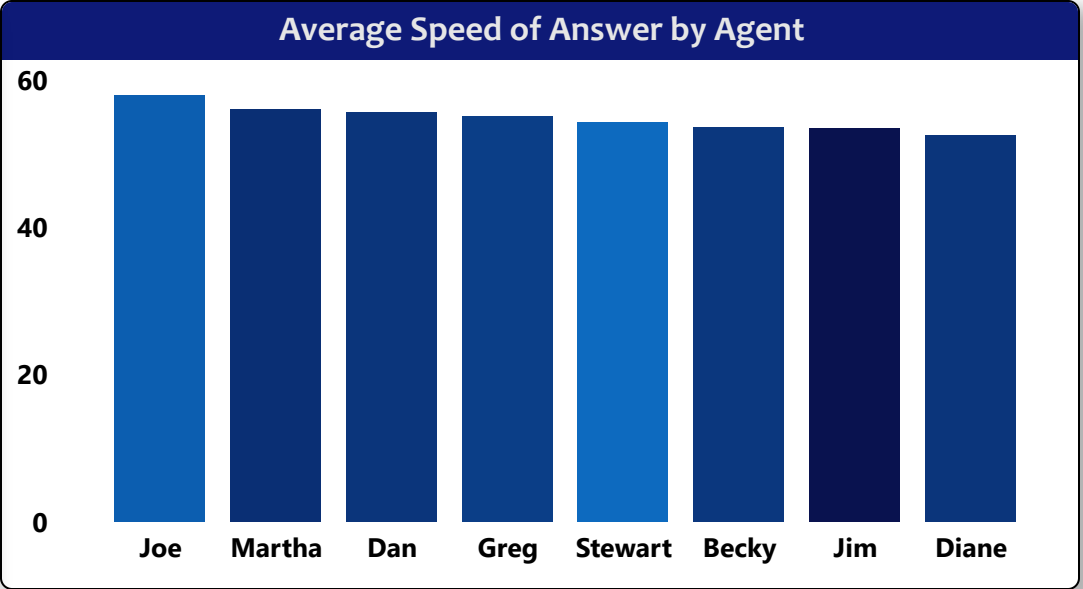
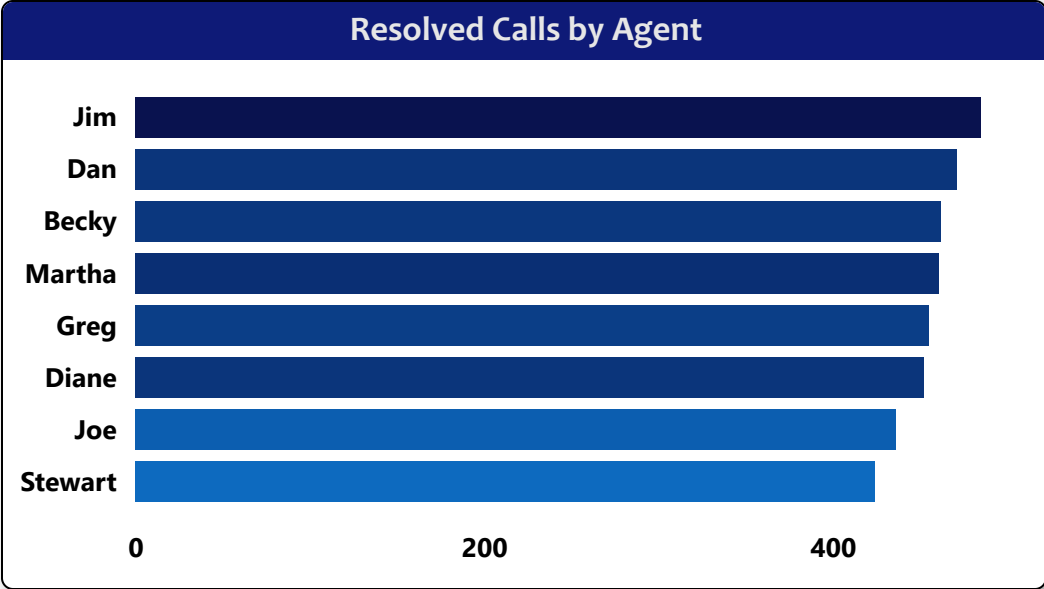
All

Topic

All

Day

All



TOPIC TREND ANALYSIS REPORT : Overall Resolution Rate for All Topics is 72.92.

Agent

▼

All

Topic

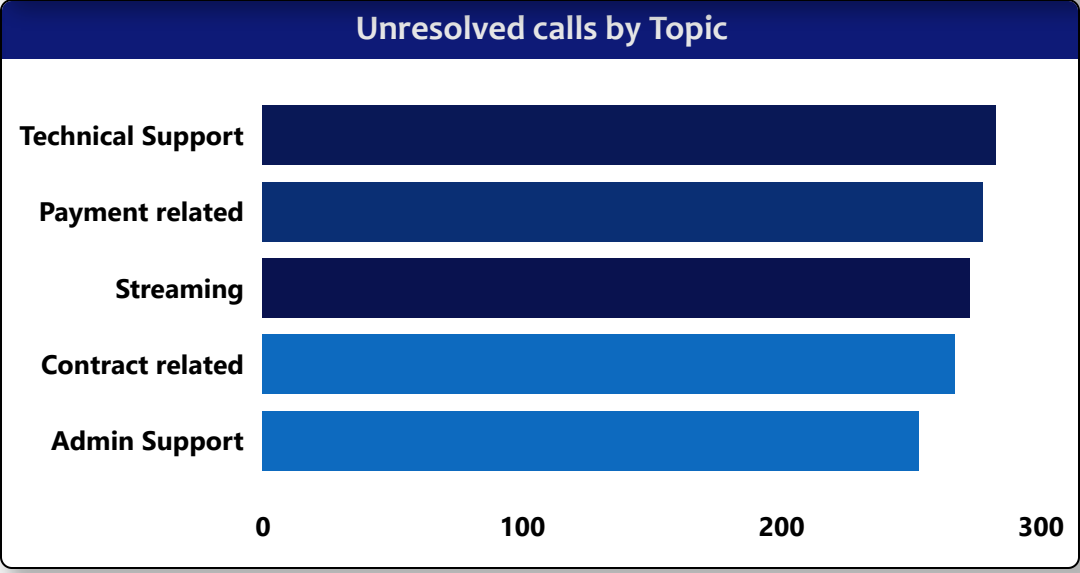
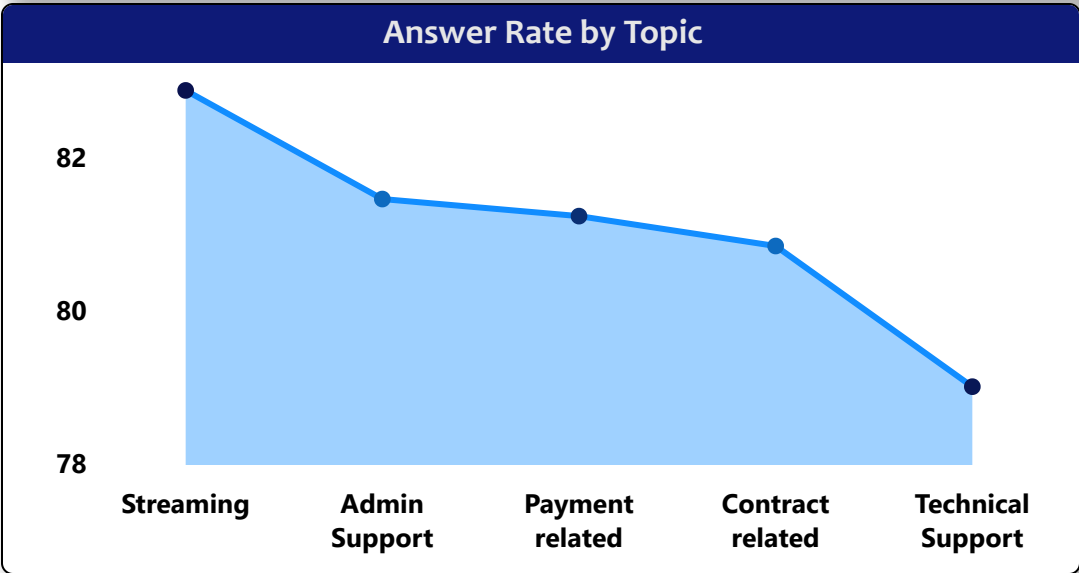
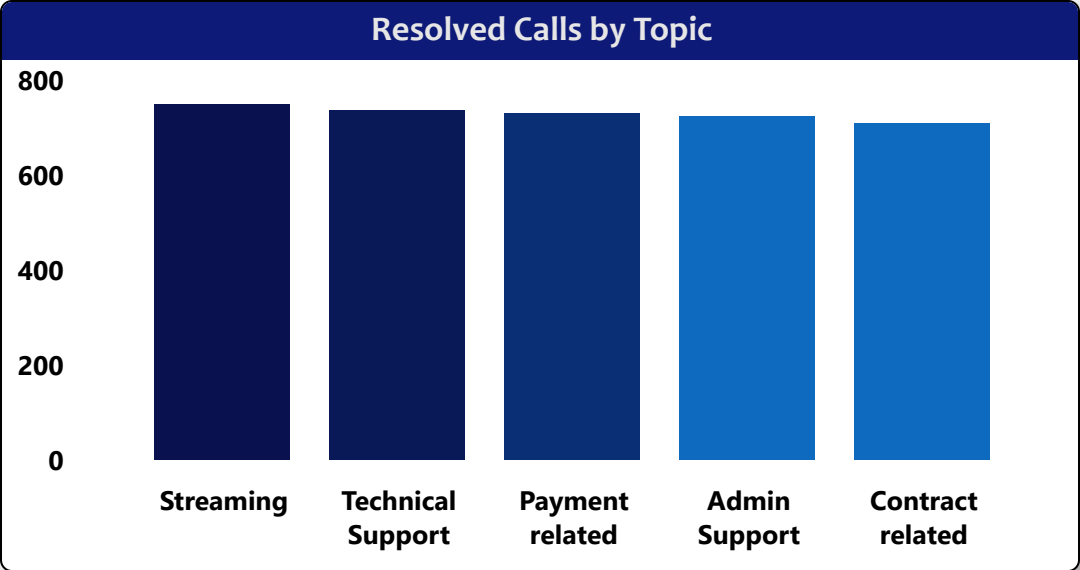
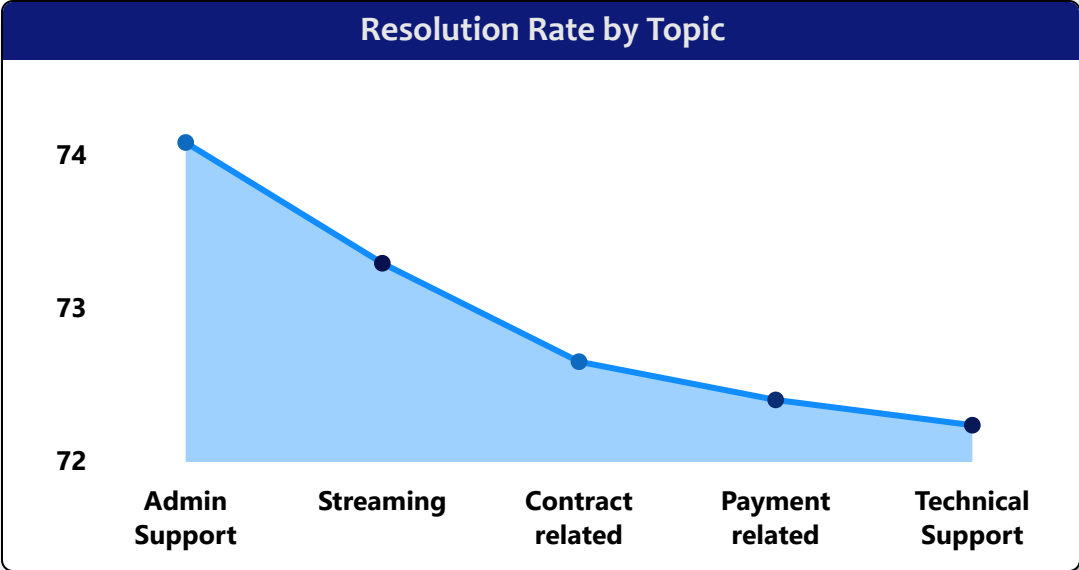
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All

Day

▼

All



CUSTOMER REPORT ANALYSIS : Average Satisfaction Rating is 2.76.

Agent

All

Topic

All

Day

All

Average Satisfaction Rating by Agent and Topic					
Agent	Admin Support	Contract related	Payment related	Streaming	Technical Support
Becky	2.84	2.51	2.83	2.88	2.71
Dan	2.82	2.67	2.78	2.98	2.96
Diane	2.69	2.61	2.72	2.80	2.66
Greg	2.71	2.72	2.74	2.87	2.64
Jim	2.80	2.80	2.67	2.80	2.58
Joe	2.71	2.79	2.63	2.70	2.78
Martha	2.80	2.83	2.99	2.83	2.55
Stewart	3.01	2.89	2.69	2.65	2.70

