

CALL CENTER ANALYSIS

Agent

All

▼

Resolved

All

▼

Date

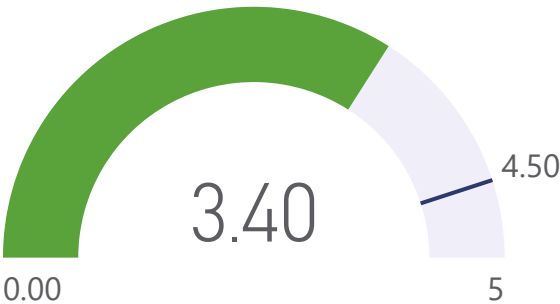
All

▼

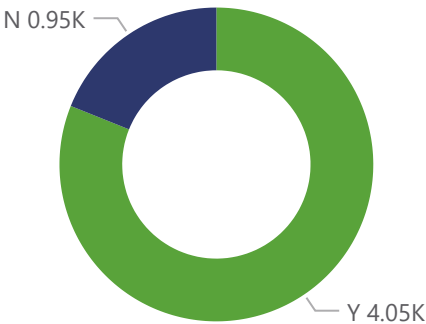
Average Speed answer in sec

67.52

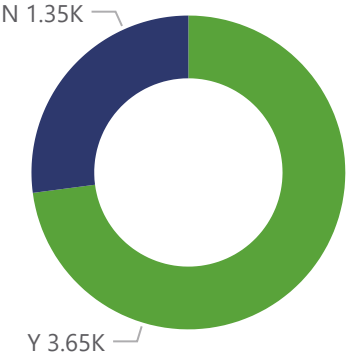
Average Satisfaction rating



Answered

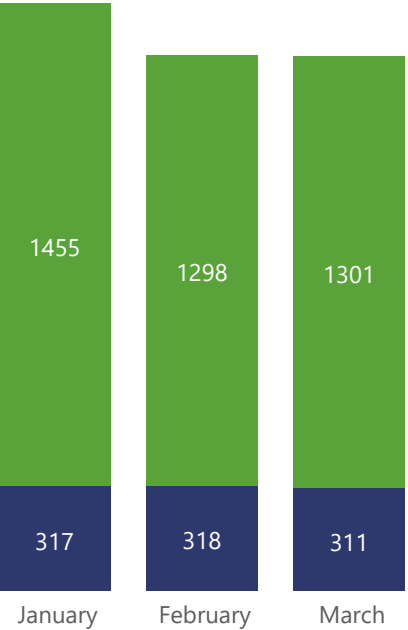


Resolved



Number of Calls Per Month

Answered: N (Not Answered) Y (Answered)



Agent Statistics

Agent	Answer	Resolved(Y)	Avg Satisfaction rating	Avg SOA (in sec)
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Total	4054	3646	3.40	67.52