



Month

All

Topic

All



Average Satisfaction

3.40

0.00

5.00



Average Speed of Answer (s)

67.52

0.00

125.00



Total Calls

5000



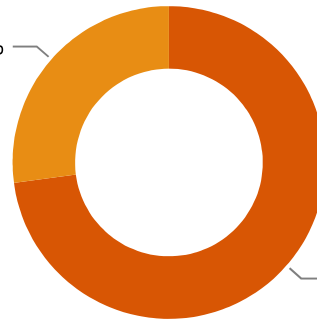
Answered

4054



Resolved

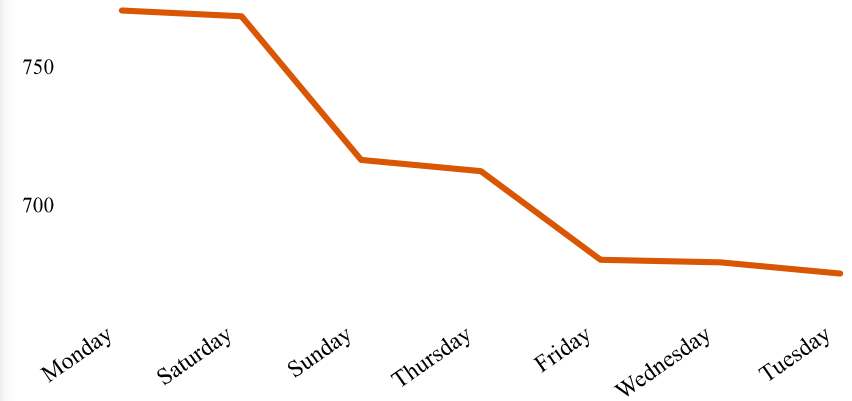
27.08%

● Y
● N

72.92%



Number of Calls per Day



Agent Statistics

Agent	Answered	Resolved	Avg speed of answer in sec	Avg Satisfaction Rate
Becky	517	462	65.33	3.37
Dan	523	471	67.28	3.45
Diane	501	452	66.27	3.41
Greg	502	455	68.44	3.40
Jim	536	485	66.34	3.39
Joe	484	436	70.99	3.33
Martha	514	461	69.49	3.47
Stewart	477	424	66.18	3.40



Number of Calls per Month

Answered ● N ● Y

