



# CALL CENTRE TRENDS

67.52

Average of Speed of answer in seconds

Agent

All

Resolved

All

Date

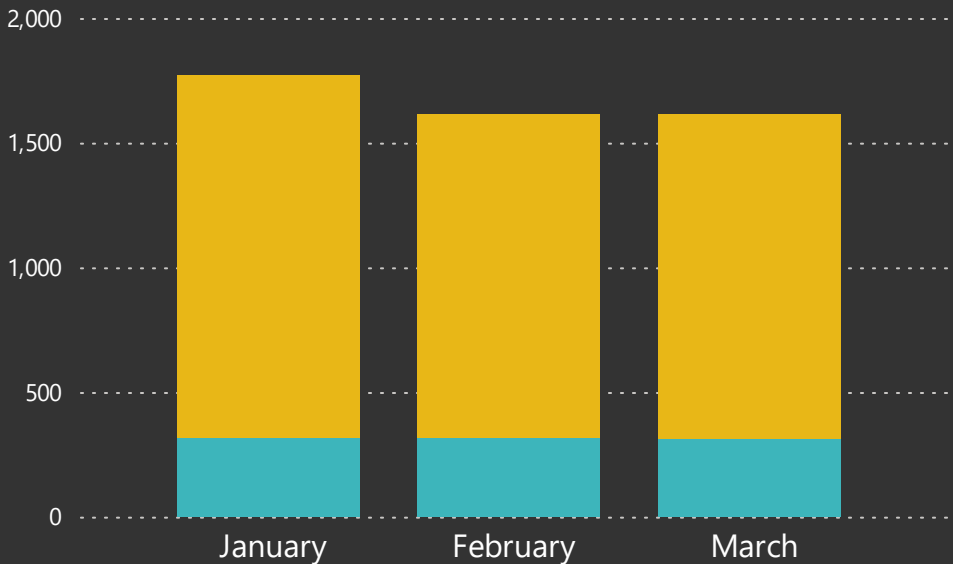
All

## Agent Statistics

Agent	Answered	Resolved(Y)	Average of Satisfaction rating	Average of Speed of answer in seconds
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Total	4054	3646	3.40	67.52

## Number Of Calls Per Month

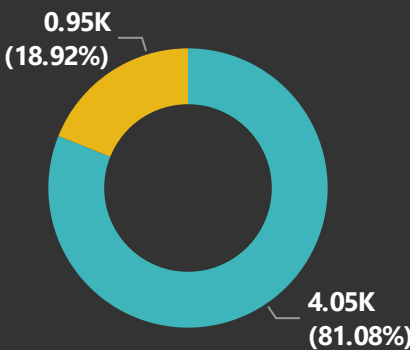
Answered (Y/N) N Y



## Average Satisfaction Rating



## Answered



## Resolved

