



Call Center

Date

01-01-2021



31-03-2021



Agent

☐ Becky

☐ Dan

☐ Diane

☐ Greg

☐ Jim

☐ Joe

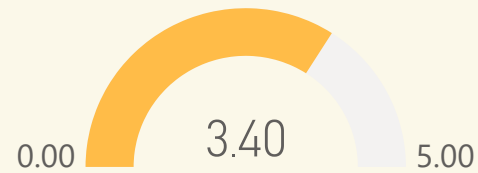
☐ Martha

☐ Stewart

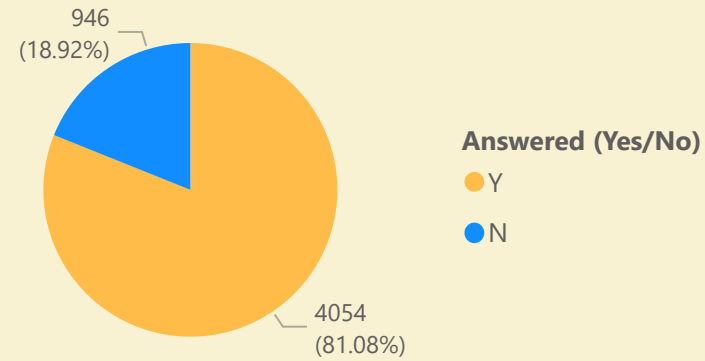
Avg Speed Of Answer

67.52

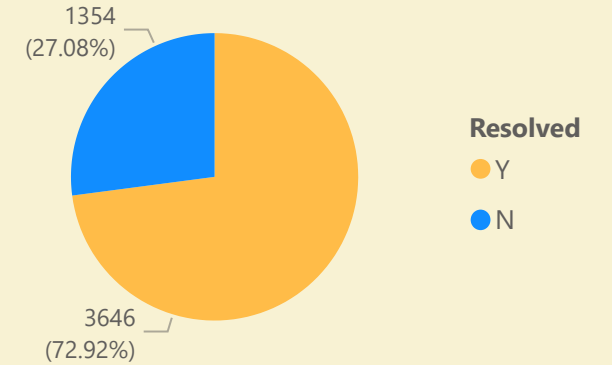
Customer Satisfaction
Rating



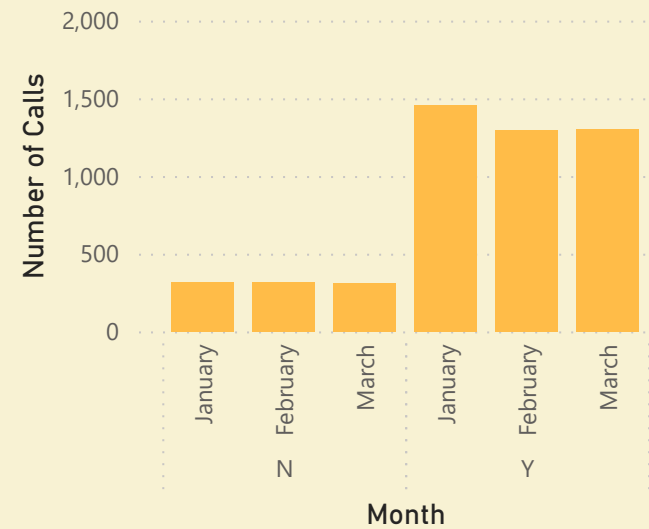
Calls Answered VS Abandoned



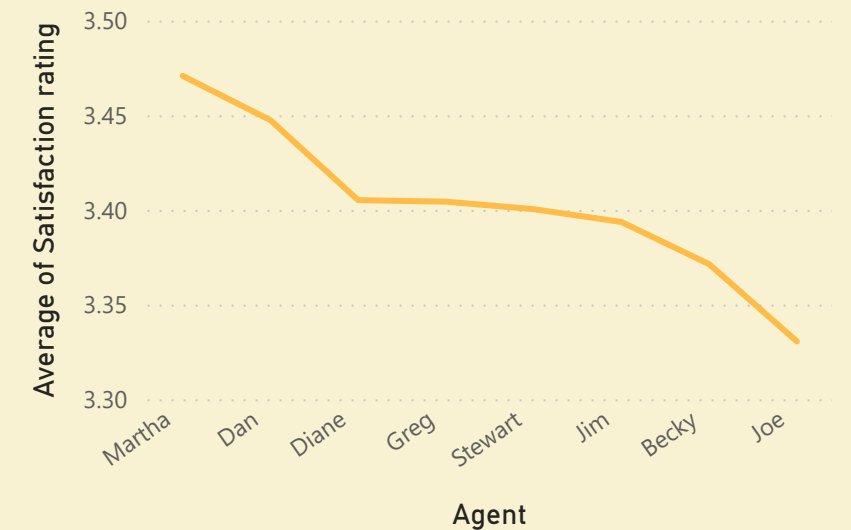
Calls Resolved



Calls Answered per month



Customer Satisfaction Rating by Agent



Agent	Handling Time (s)	Calls Answered	Avg Speed Of Answer
Stewart	1,07,900.00	477	66.18
Joe	1,08,465.00	484	70.99
Diane	1,09,696.00	501	66.27
Becky	1,13,745.00	517	65.33
Greg	1,13,855.00	502	68.44
Martha	1,14,995.00	514	69.49
Dan	1,20,912.00	523	67.28
Jim	1,22,269.00	536	66.34
Total	9,11,837.00	4054	67.52