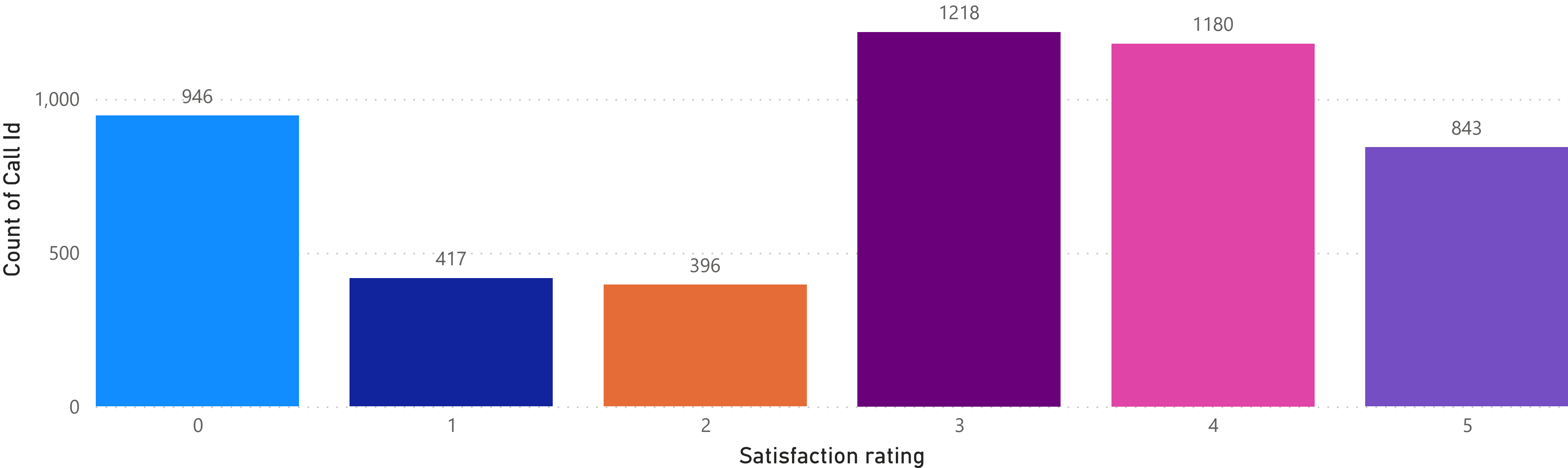


Overall Customer Satisfaction

Count of Call Id by Satisfaction Rating

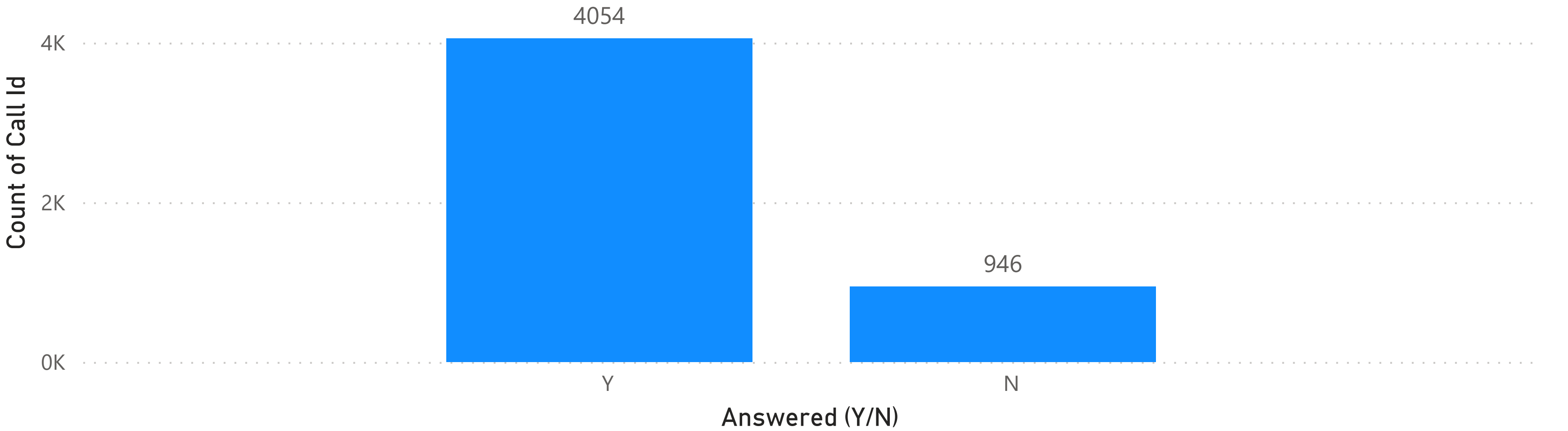


3

Average of Satisfaction
rating

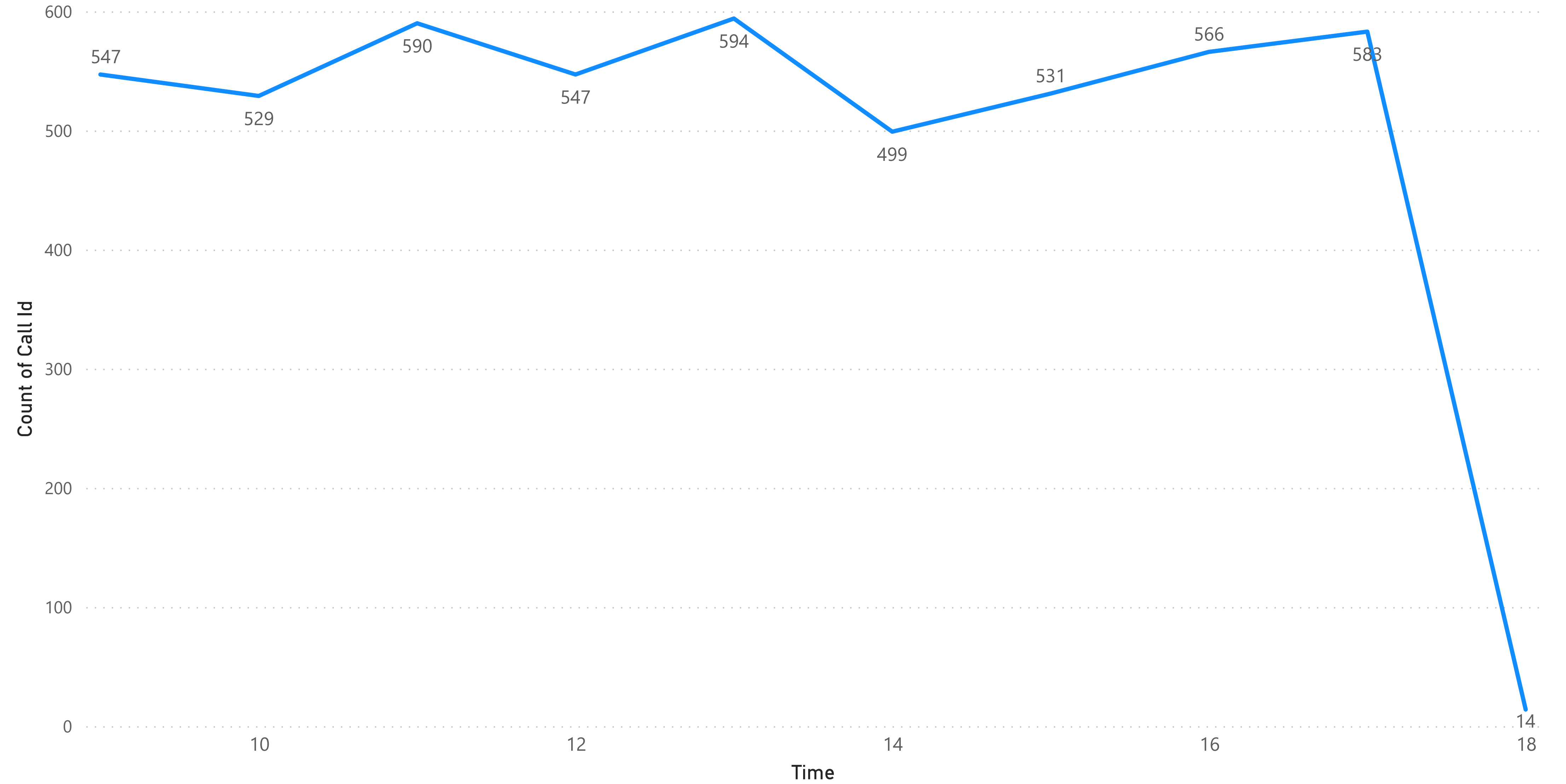
Overall Calls Answered/Abandoned

Count of Call Id by Answered (Y/N)



Calls by Time

Count of Call Id by Time



Agent's Performance

55

Average of Speed of answer in seconds

Overall Average Talk Duration

00:03: 02

Average Talk Duration

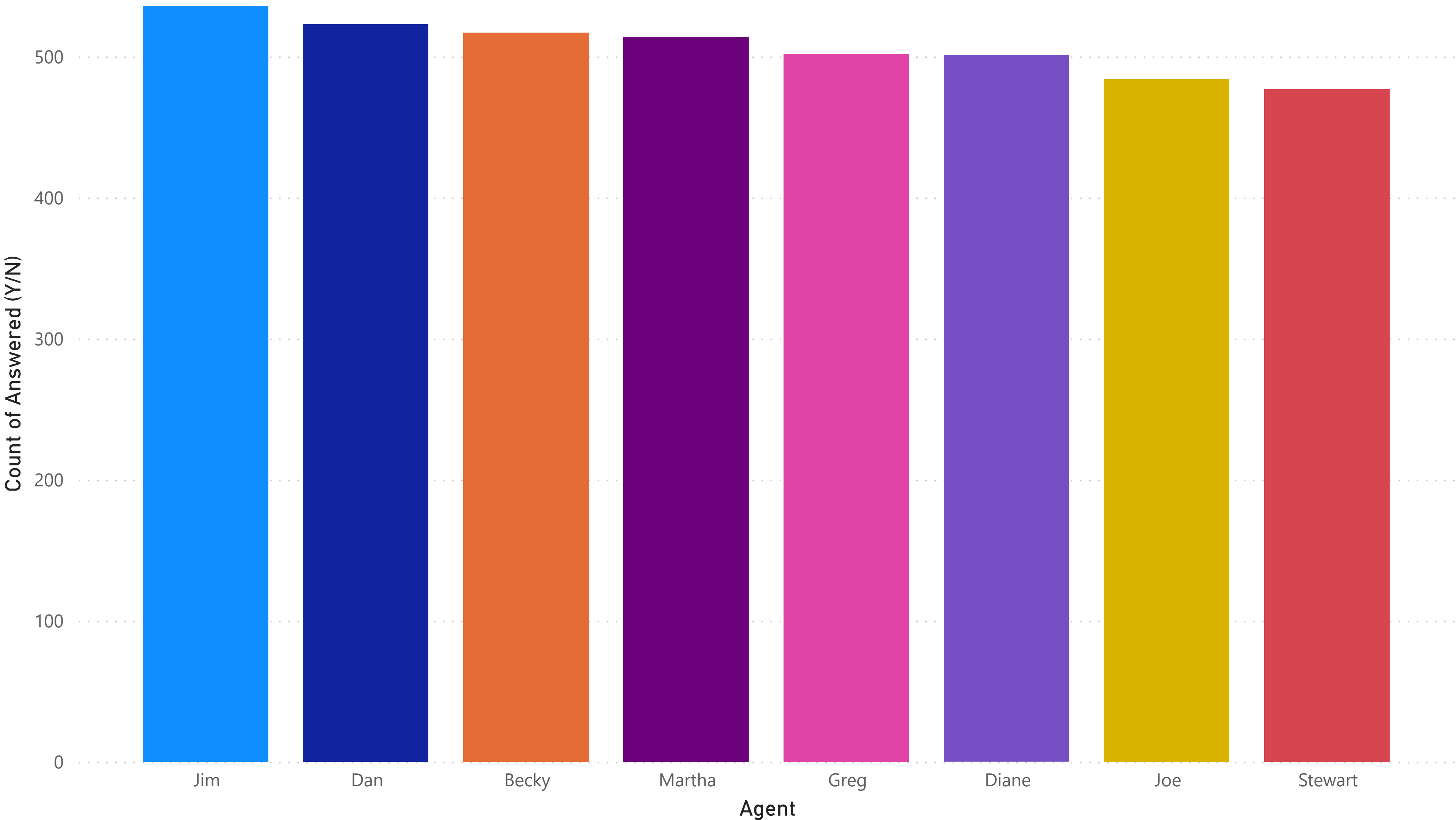
00:03: 02

Count of Calls Answered

4054

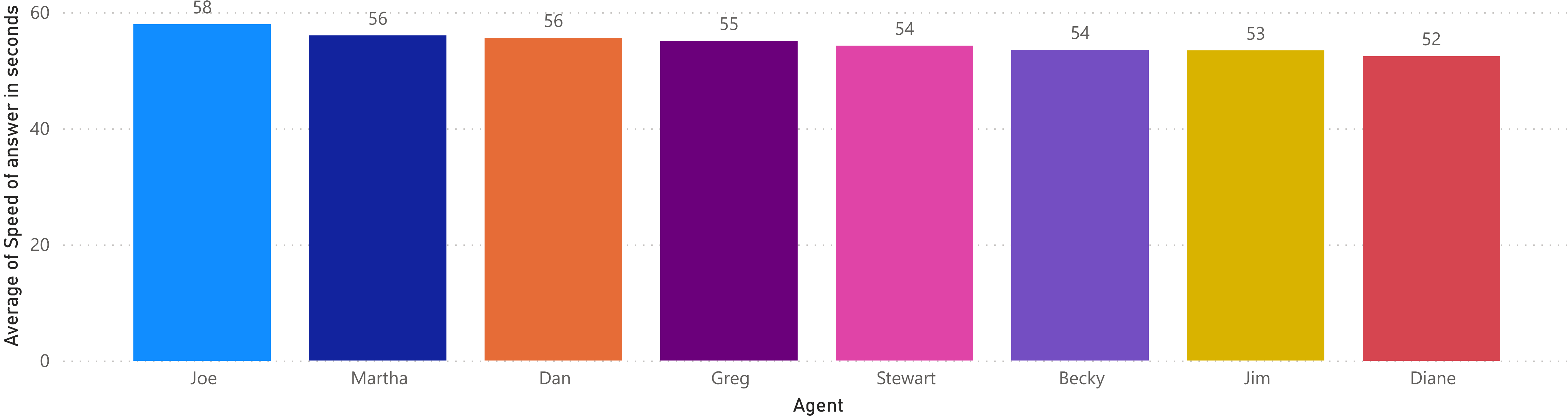
Count of Answered (Y/N) by Agent and Agent

Agent Jim Dan Becky Martha Greg Diane Joe Stewart



Average of Speed of answer in seconds by Agent

Agent Joe Martha Dan Greg Stewart Becky Jim Diane



Count of Call Id by Topic

Topic Streaming Technical Support Payment related Admin Support Contract related

