

Count of Agents

8



CALL CENTER TREND ANALYSIS

Agent

All

Topic

All

Answered Calls

4054

Total Calls

5000

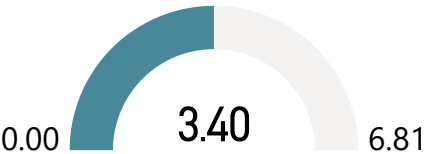
Avg speed of Ans

67.52

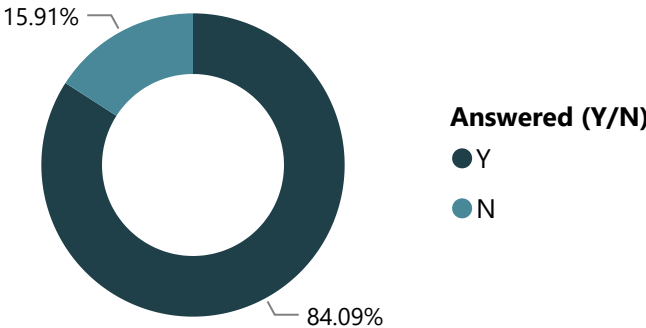
Resolved calls

3646

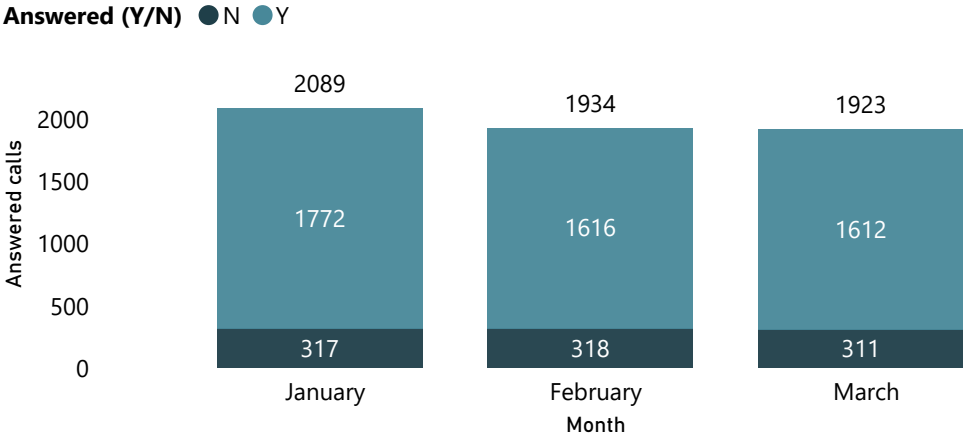
Average Satisfaction rating



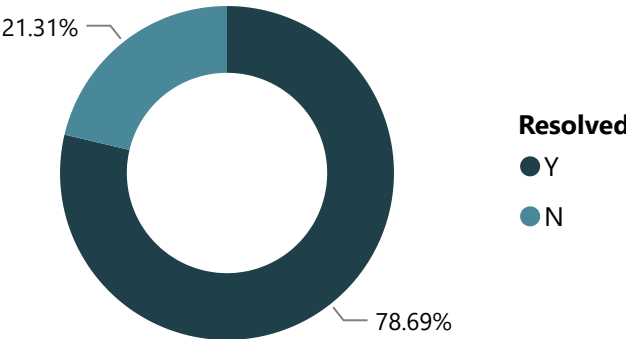
Answered calls



Count of calls by month



Resolved calls



Agent Statistics

Agent	Answered calls	Resolved calls	Avg Satisfaction Rate	Average Speed of ans
Becky	462	462	3.36	65.44
Dan	471	471	3.44	67.11
Diane	452	452	3.39	65.33
Greg	455	455	3.40	69.15
Jim	485	485	3.40	66.11
Joe	436	436	3.34	71.19
Martha	461	461	3.50	69.98
Stewart	424	424	3.38	66.66
Total	3646	3646	3.40	67.60