

Call Center



Agent

All

Topic

All

Date

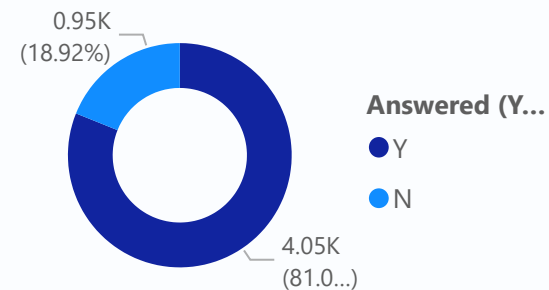
1/1/2021 31/3/2021



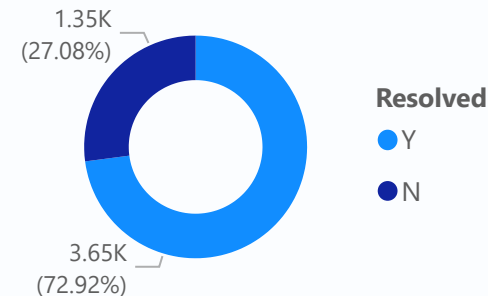
Average satisfaction



Answered



Resolved



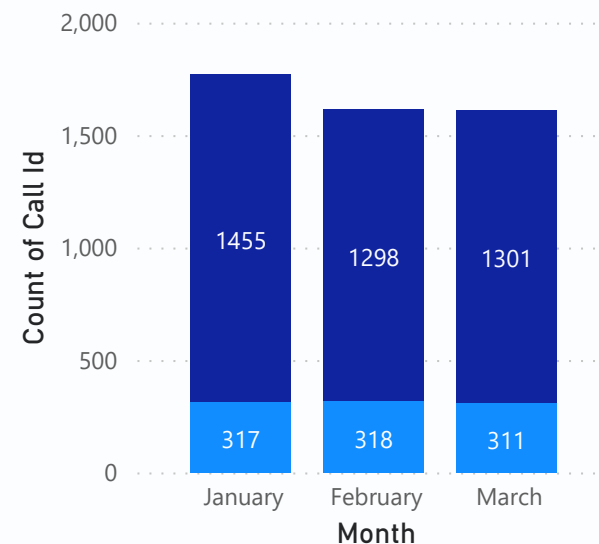
Average speed of answer (s)

67.52

Average of Speed of answe...

Number of calls per month

Answered... ● N ● Y



Agent Statistics

Agent	# of answered	# of resolved	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
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52