

Total no. of Calls

5000

No. of issue
resolved

3646

No. of calls
answered

4054

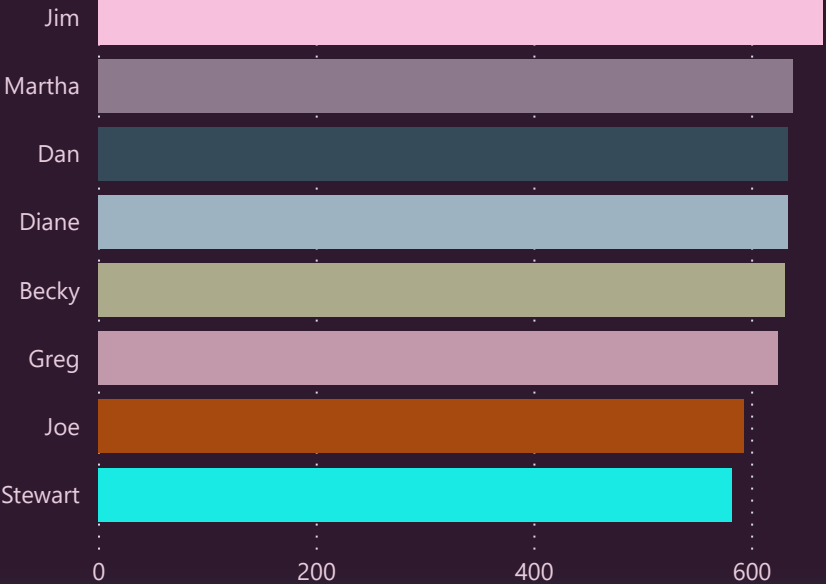
Avg Answer speed

54.75

Average answer
call duration

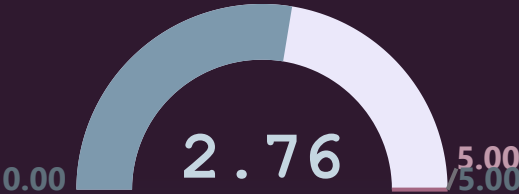
392

Count of call by agent



CALL CENTER ANALYSIS REPORT

Overall customer certification



Most rated
employee

Dan

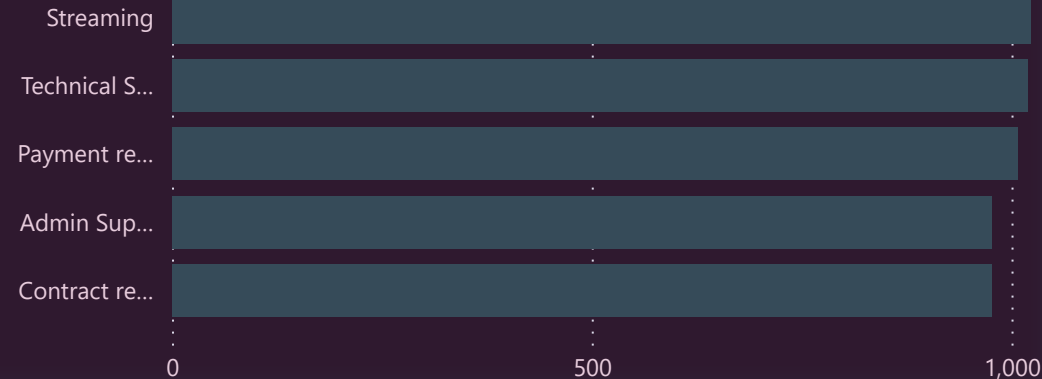
Most issue resolved employee

Jim

Employee missed more no.
of calls

Stewart

Count of calls by Topic



Call Distribution

Agent	no of answered	no of resolved	Average of Satisfaction rating
Becky	517	462	2.76
Dan	523	471	2.85
Diane	501	452	2.70
Greg	502	455	2.74
Jim	536	485	2.73
Joe	484	436	2.72
Martha	514	461	2.80
Stewart	477	424	2.79
Total	4054	3646	2.76