

Call Center Trends

3dmax®

Agent

All

Topic

All

Date

01-01-2021



31-03-2021

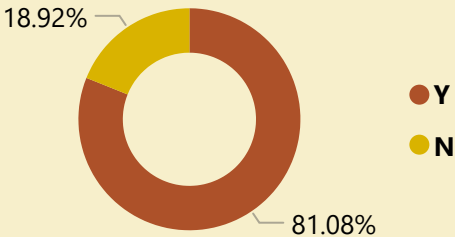


Avg. speed of Ans

67.52

3dma

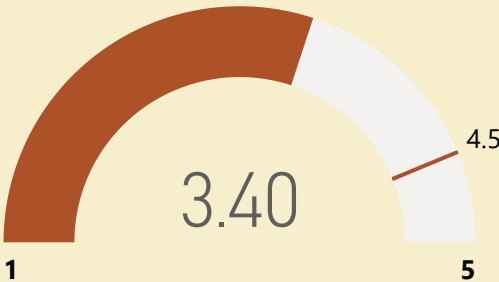
Answered



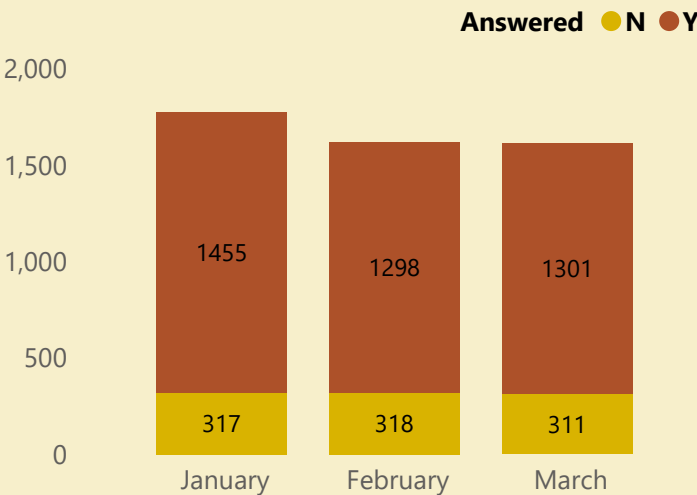
Resolved



Avg Satisfaction Rate



No. of call vs month



Agent Statistics

Agent	answered_1	resolved_1	Average of Satisfaction rating
Becky	517	462	3.37
Dan	523	471	3.45
Diane	501	452	3.41
Greg	502	455	3.40
Jim	536	485	3.39
Joe	484	436	3.33
Martha	514	461	3.47
Stewart	477	424	3.40
Total	4054	3646	3.40