

AGENT

All

TOPIC

All

RESOLVED ?

☐ NO

☐ YES

WEEK

Friday

Key Performance Indicators (KPI's)

Total Calls

5000

Total Calls Answered

4054

Total Calls Unanswered

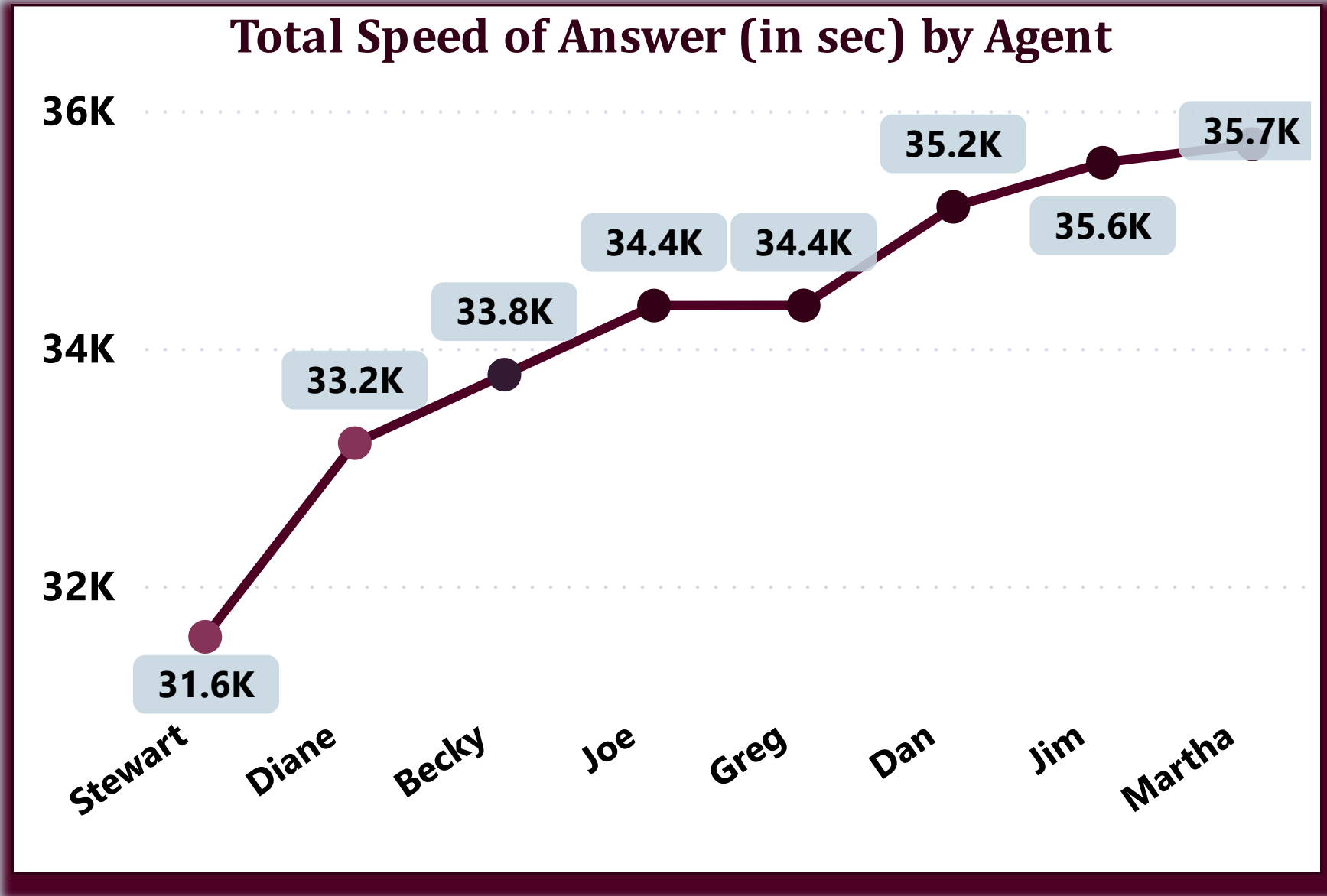
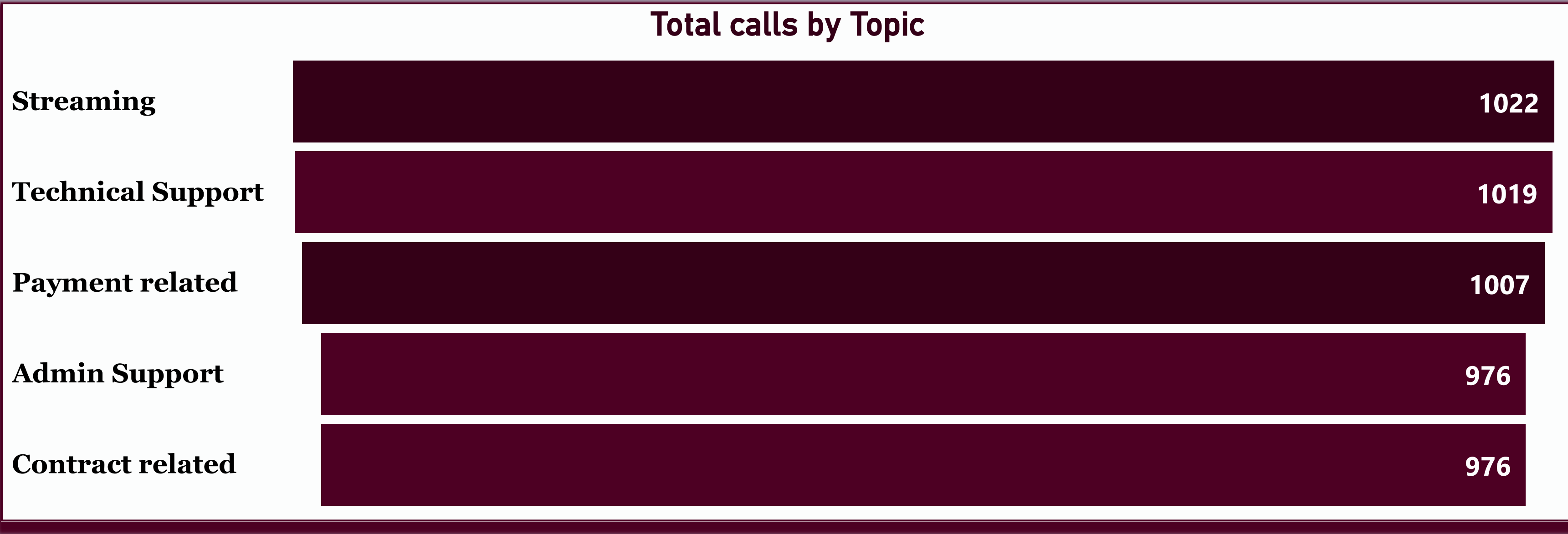
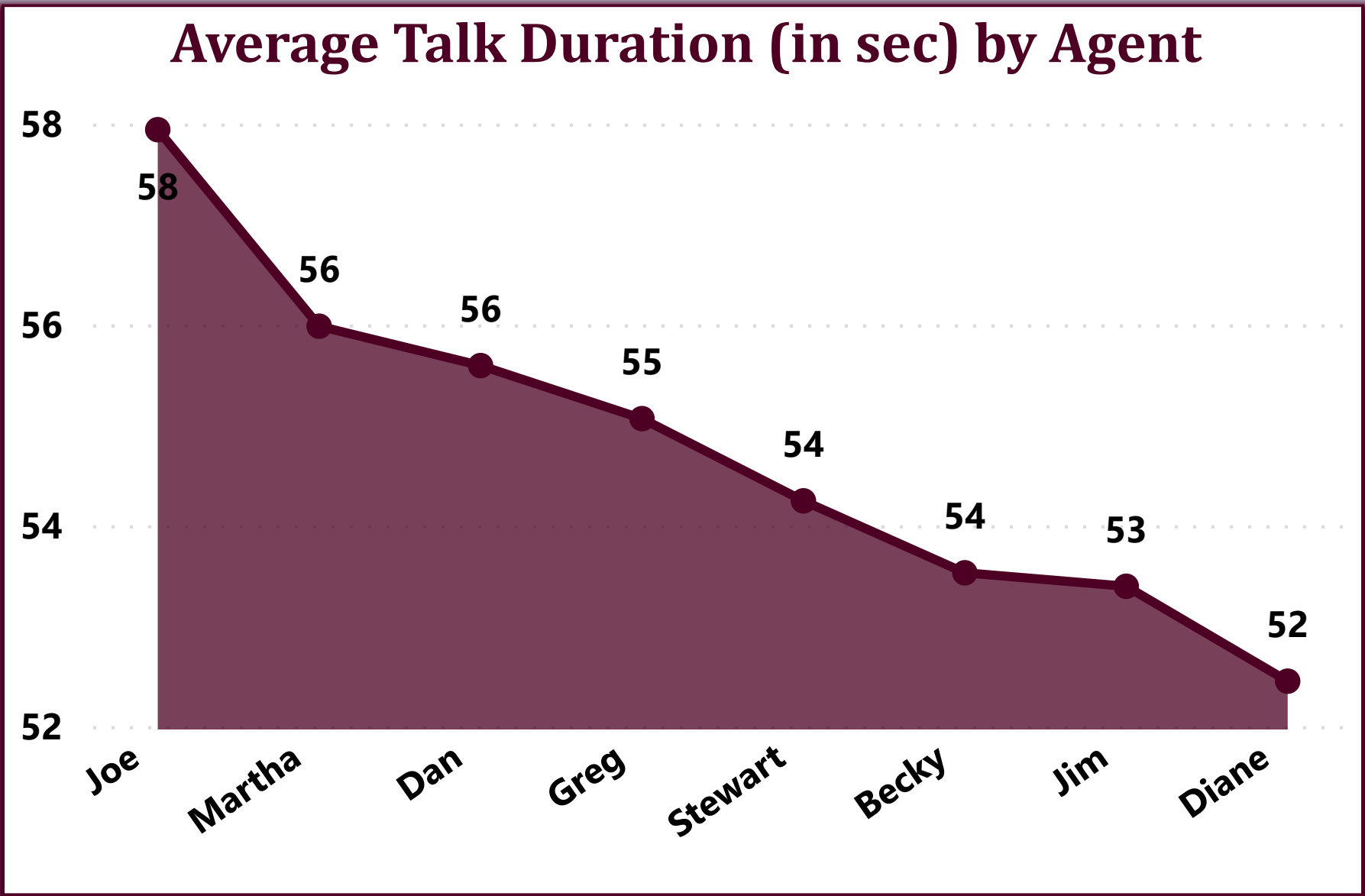
946

Average of Speed of Answer (in sec)

54.75

Overall Customer Satisfaction

40.46%



Performance Quadrant						
Agent	Total calls	Total Calls Answered	Total Calls Unanswered	Resolved Calls	Unresolved Calls	Overall Customer Satisfaction
Greg	624	502	122	455	169	38.62%
Joe	593	484	109	436	157	38.79%
Diane	633	501	132	452	181	38.86%
Jim	666	536	130	485	181	40.24%
Dan	633	523	110	471	162	41.23%
Becky	631	517	114	462	169	41.36%
Stewart	582	477	105	424	158	42.10%
Martha	638	514	124	461	177	42.48%