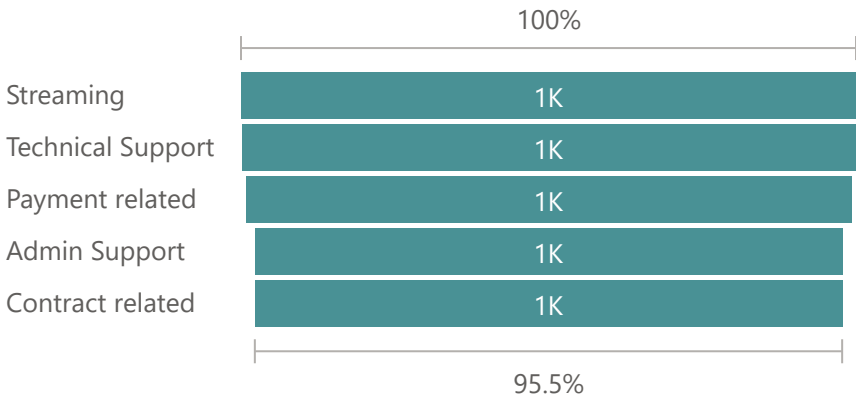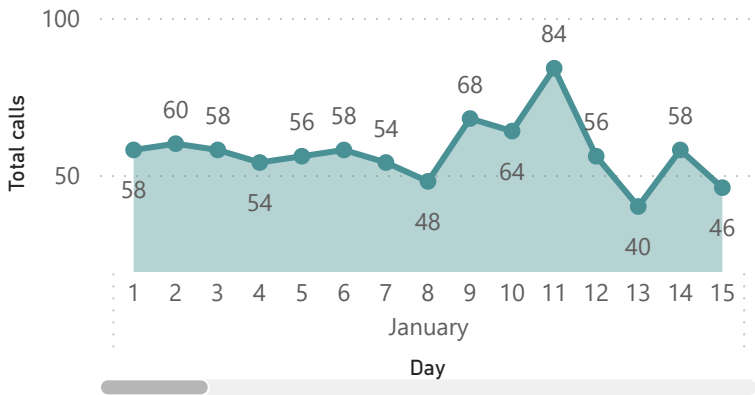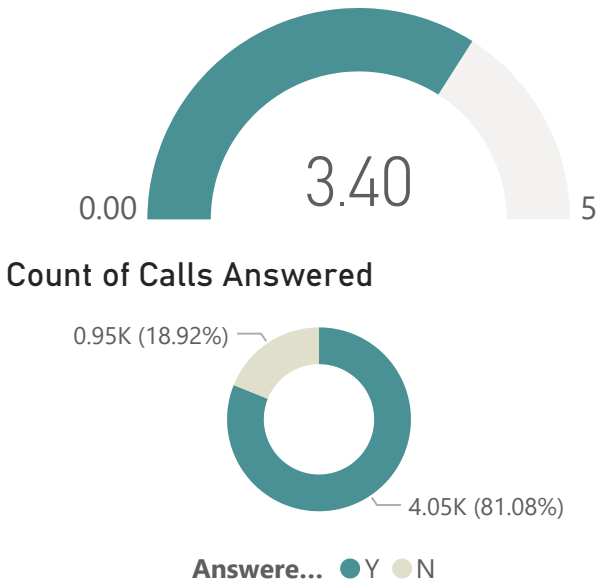| Dan	Jim	4054	3646	54.75	8	5000
Highest Satisfaction...	Answered Maximum...	Sum of Calls Answ...	Calls resolved	Average of Speed of ans...	Count of Agent	Total calls

Total calls by Topic

	100%
Streaming	1K
Technical Support	1K
Payment related	1K
Admin Support	1K
Contract related	1K
	95.5%

Agent	Total calls	Sum of Calls Answered	Sum of Calls resolved	Ave▲
Stewart	582	477	424	
Joe	593	484	436	
Diane	633	501	452	
Greg	624	502	455	
Martha	638	514	461	
Becky	631	517	462	
Total	**5000**	**4054**	**3646**	

Total calls by Month and Day

Total calls — Day (January): 1=58, 2=60, 3=58, 4=54, 5=56, 6=58, 7=54, 8=48, 9=68, 10=64, 11=84, 12=56, 13=40, 14=58, 15=46

Satisfaction Rating

0.00 — 3.40 — 5

Count of Calls Answered

0.95K (18.92%)
4.05K (81.08%)

Answere... ● Y ● N
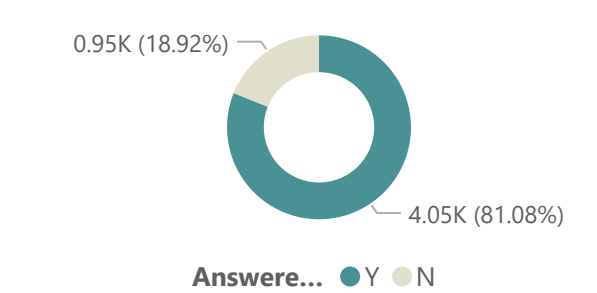
Average of Speed of answer in seconds by Agent

57.94
55....
55.59
55.06
54.24
53....
53.39
52.45

Agent
● Joe
● Martha
● Dan
● Greg
● Stewart
● Becky
● Jim
● Diane

Count of Calls Resolved

1.35K (27.08%)
3.65K (72.92%)
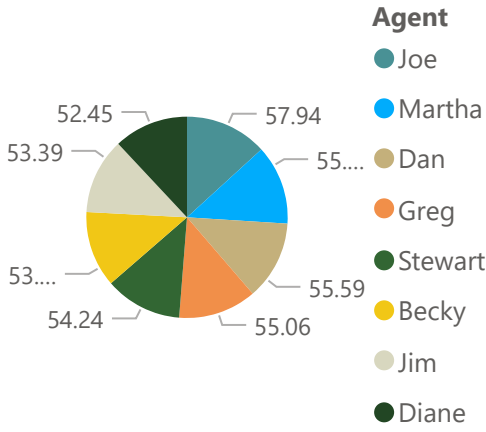
Resol... ● Resolved ● Not Resolved
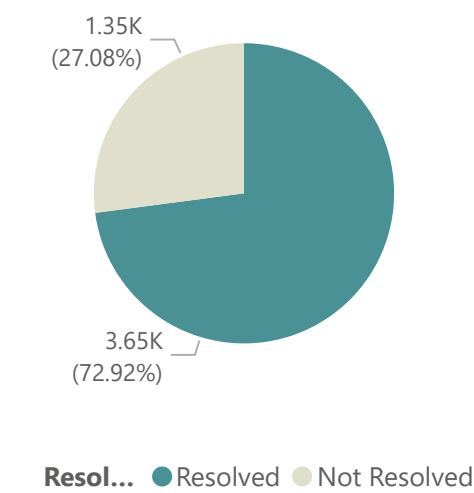
Sum of Duration on Calls by Agent

Sum of Callduation(sec): Jim=122K, Dan=122K, Martha=115K, Greg=114K, Becky=114K, Diane=108K, Joe=108K, Stewart=108K

Agent

Month ⌄
☐ January
☐ February
☐ March