



CALL CENTER

Topic
All

Agent
All

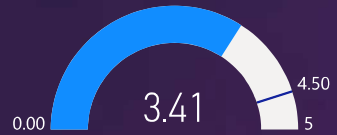
Total Call

4850

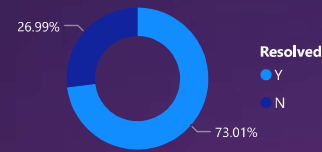
01-01-2021

27-03-2021

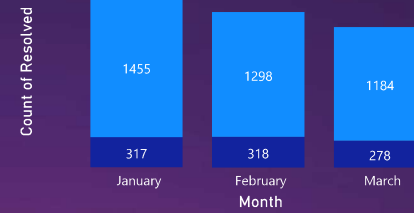
Average of Satisfaction rating and Max of Satisfaction rating



%GT Count of Resolved by Resolved

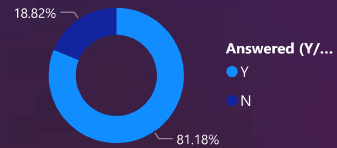


Answered (Y/N) N Y



Agent Statistic

Count of Answered (Y/N) by Answered (Y/N)



Agent	Answered	Resolve	Avg. Satisfaction rating	Avg Speed of ans(sec)
Jim	518	469	3.40	66.24
Dan	509	460	3.44	67.23
Becky	503	449	3.37	65.14
Martha	503	450	3.46	69.17
Greg	492	446	3.41	68.53
Diane	484	436	3.40	65.81
Joe	468	422	3.34	71.44
Stewart	460	409	3.43	66.66
Total	3937	3541	3.41	67.50

Answered (Y/N) N Y

