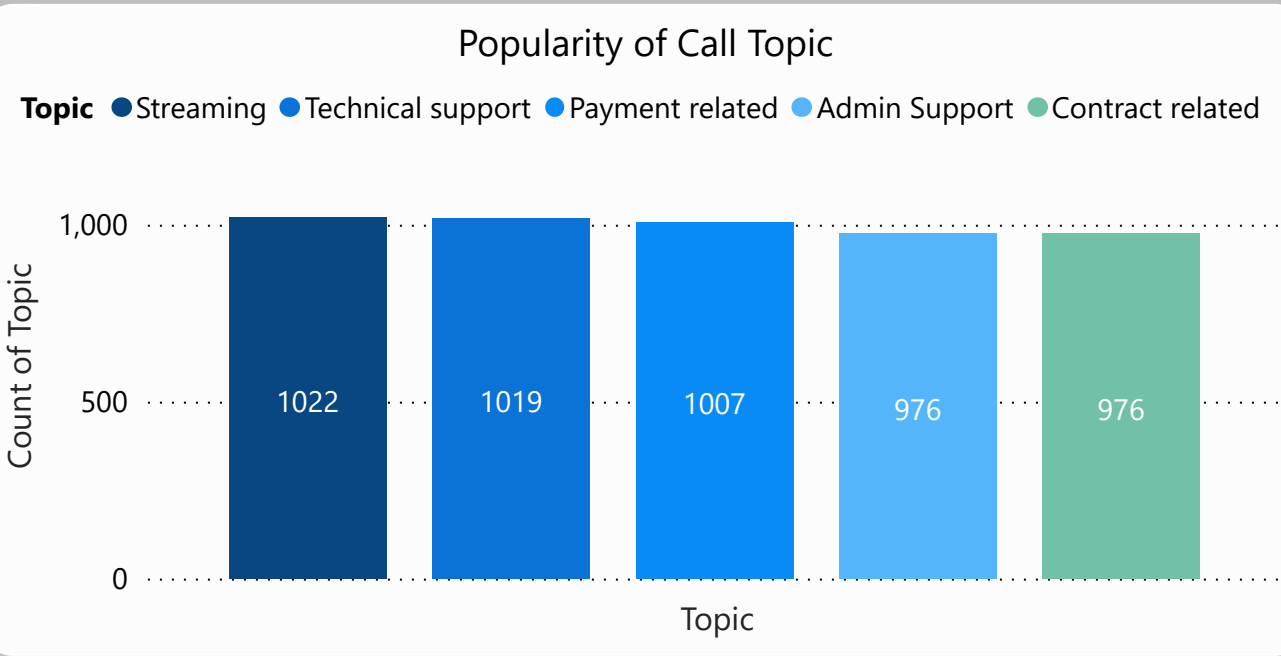


# PhoneNow Call Centre Trends

5000	4054	946	8	54.75
Total Number of Calls	Calls Answered	Calls Abandoned	Call Centre Agents	Average Speed of Answer

Call Agents' Performance Chart						
Agent	Total Calls	Calls Answered	Calls Abandoned	Resolved Requests	Unresolved Requests	Customer Satisfaction Rating
Jim	666	536	130	485	181	2.73
Dan	633	523	110	471	162	2.85
Becky	631	517	114	462	169	2.76
Martha	638	514	124	461	177	2.80
Greg	624	502	122	455	169	2.74
Diane	633	501	132	452	181	2.70
Joe	593	484	109	436	157	2.72
Stewart	582	477	105	424	158	2.79



Agent

All

Topic

All

Customer Satisfaction Rating

0.00

5.00

Resolution Status

☐ No☐ Yes

Weekday

All

Call Time

All