## Agent Topic **Date** Call - Centre Analysis All All All 4,054 3646 67.52 5000 73% calls answered Avg Speed of Answer **Total Calls** calls resolved Call Resolution Rate Average Satisfaction rating **Answered Calls** Resolved Calls 847 Streaming 175 818 Payment related 189 **Answered** ... Resolved 805 **Technical Support** 214 3.40 795 Admin Support 789 0.00 Contract related 73% -:187 200 400 600 800 Calls By Weekdays ■ calls answered ■ calls resolved Total Calls by Month 768 716 712 675 1.5K 1.3K January 500 1.2K 1.3K February 1,650 1.3K 1.2K March Monday Saturday Sunday Thursday Friday Nedhesday Tuesday 1616 1612 1,600 0K 2K February March January

## Call - Centre Analysis

AgentTopicDateAll\rightarrowAll\rightarrow

5000

Total Calls

Jim

Most Issues Resolved

Martha

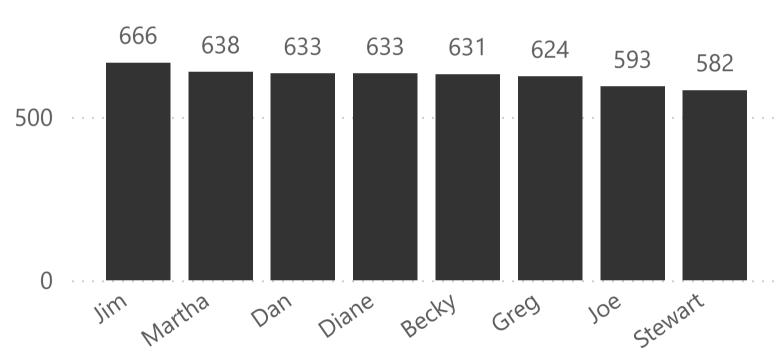
Highest Rated Agent

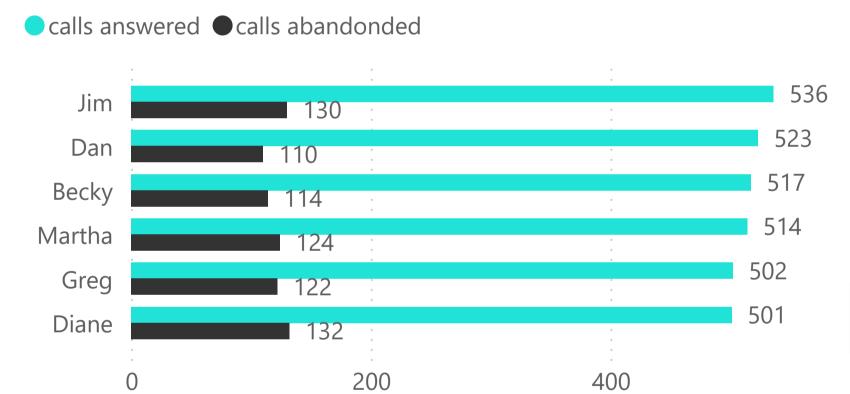
Becky

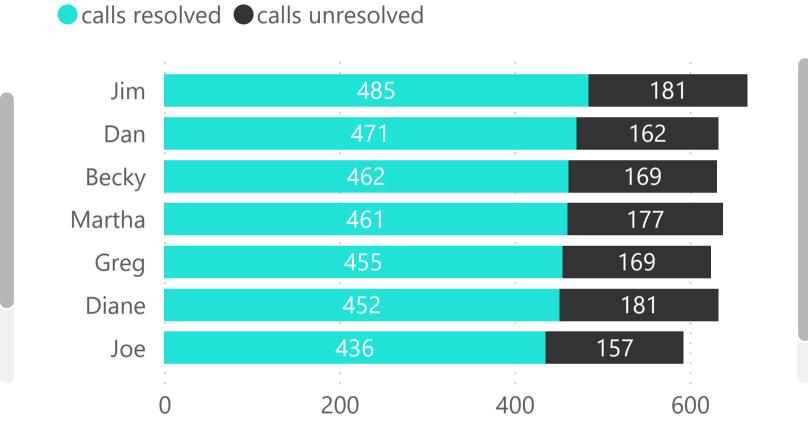
Quickest To Answer

Avg Speed of Answer

Total Calls By Agents

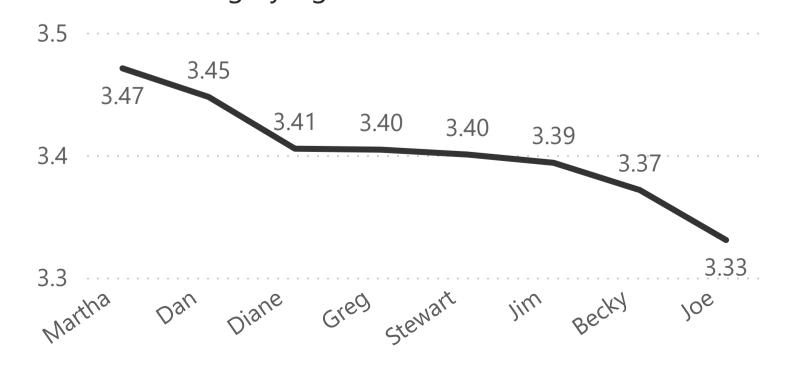




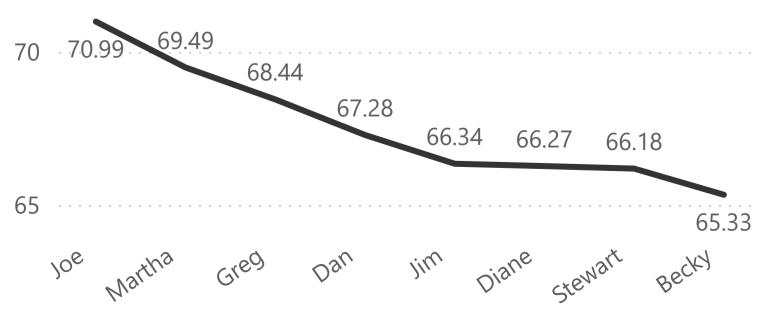


67.52

Satisfaction rating by Agent







Agent	calls resolved ▼	calls answered	Satisfaction rating
Jim	485	536	3.39
Dan	471	523	3.45
Becky	462	517	3.37
Martha	461	514	3.47
Greg	455	502	3.40
Diane	452	501	3.41
Joe	436	484	3.33
Stewar +	424	477	3.40
Total	3646	4,054	3.40