

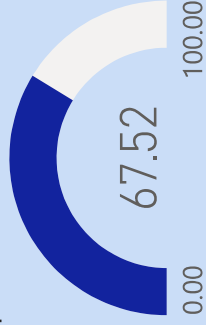
01-01-2021 31-03-2021



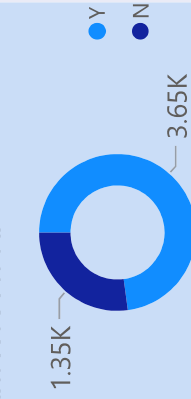
Overall Satisfaction Rating



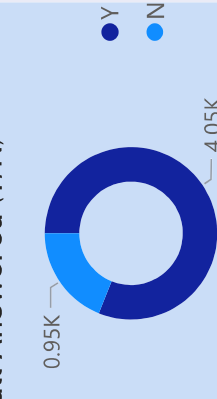
Avg speed of call answer



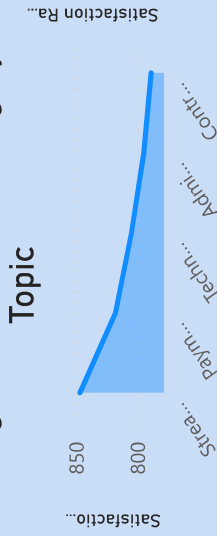
Call Resolved



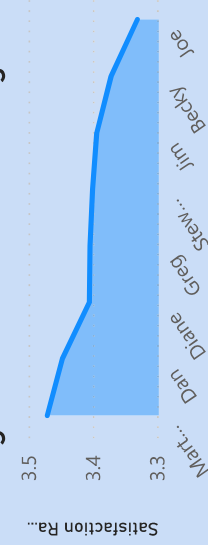
Call Answered (Y/N)



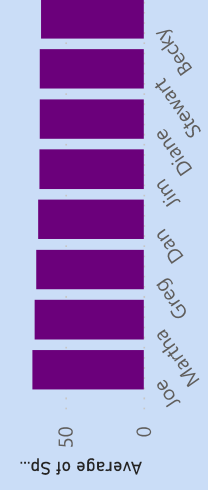
Average Satisfaction Rating By Topic



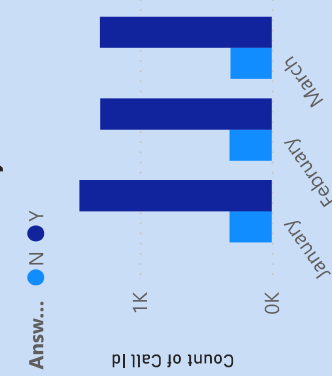
Agents Satisfaction Rating



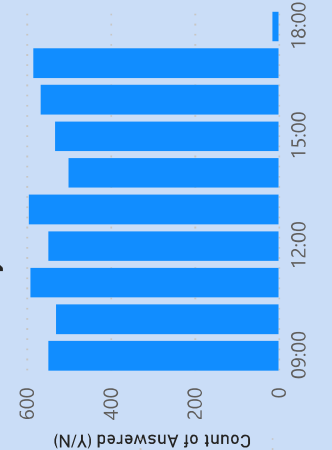
Average Speed Of Answer By Agent



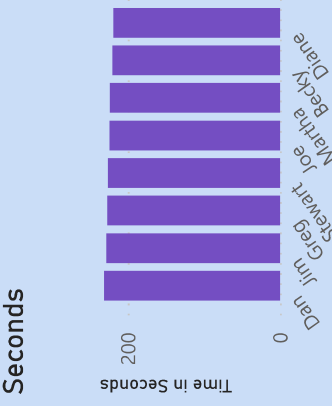
Monthly Calls



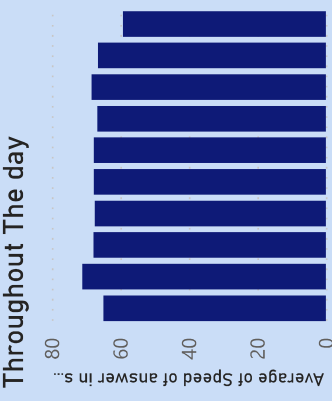
Hourly Calls Rate



Average Call Time Of Agent In Seconds



Average Speed Of Answer Throughout The day



Agent Count of Resolved Count of Answered (Y/N) Average of AvgTalkDuration Average of Speed of answer in seconds

Agent	Count of Resolved	Count of Answered (Y/N)	Average of AvgTalkDuration	Average of Speed of answer in seconds
Jim	536	536	228.11	66.34
Dan	523	523	231.19	67.28
Becky	517	517	220.01	65.33
Martha	514	514	223.73	69.49
Greg	502	502	226.80	68.44
Diane	501	501	218.95	66.27
Joe	484	484	224.10	70.99
Stewart	477	477	226.21	66.18
<b>Total</b>	<b>4054</b>	<b>4054</b>	<b>224.92</b>	<b>67.52</b>