



67.52

Average of Speed of answer in secon...

Agent

All

Resolved

All

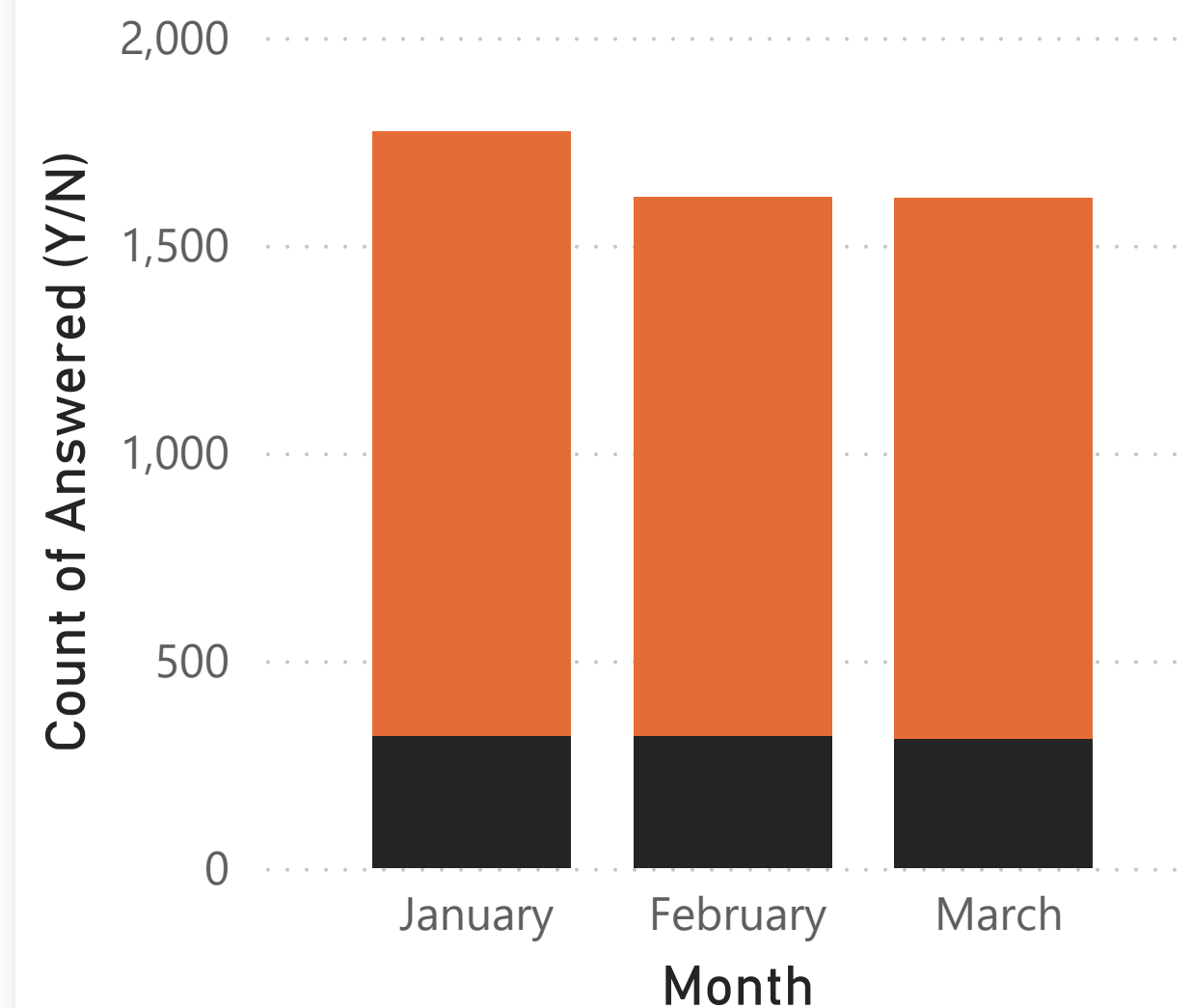
Date

All

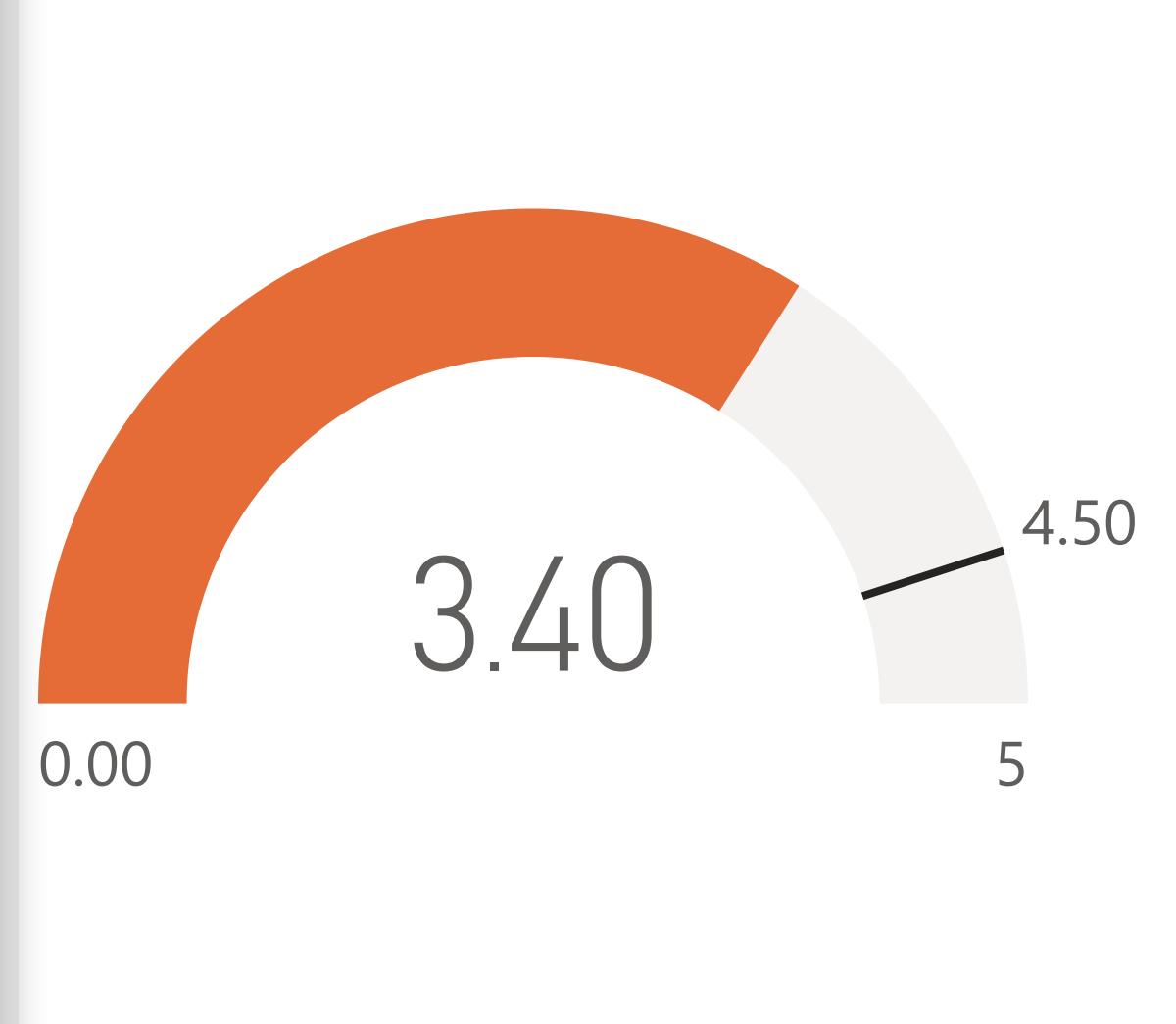
# CALL CENTER

Agent	Resolved(Y)	Answer	Average of Satisfaction rating	Average of Speed of answer in seconds
Stewart	424	477	3.40	66.18
Martha	461	514	3.47	69.49
Joe	436	484	3.33	70.99
Jim	485	536	3.39	66.34
Greg	455	502	3.40	68.44
Diane	452	501	3.41	66.27
Don	471	522	3.45	67.28
Total	3646	4054	3.40	67.52

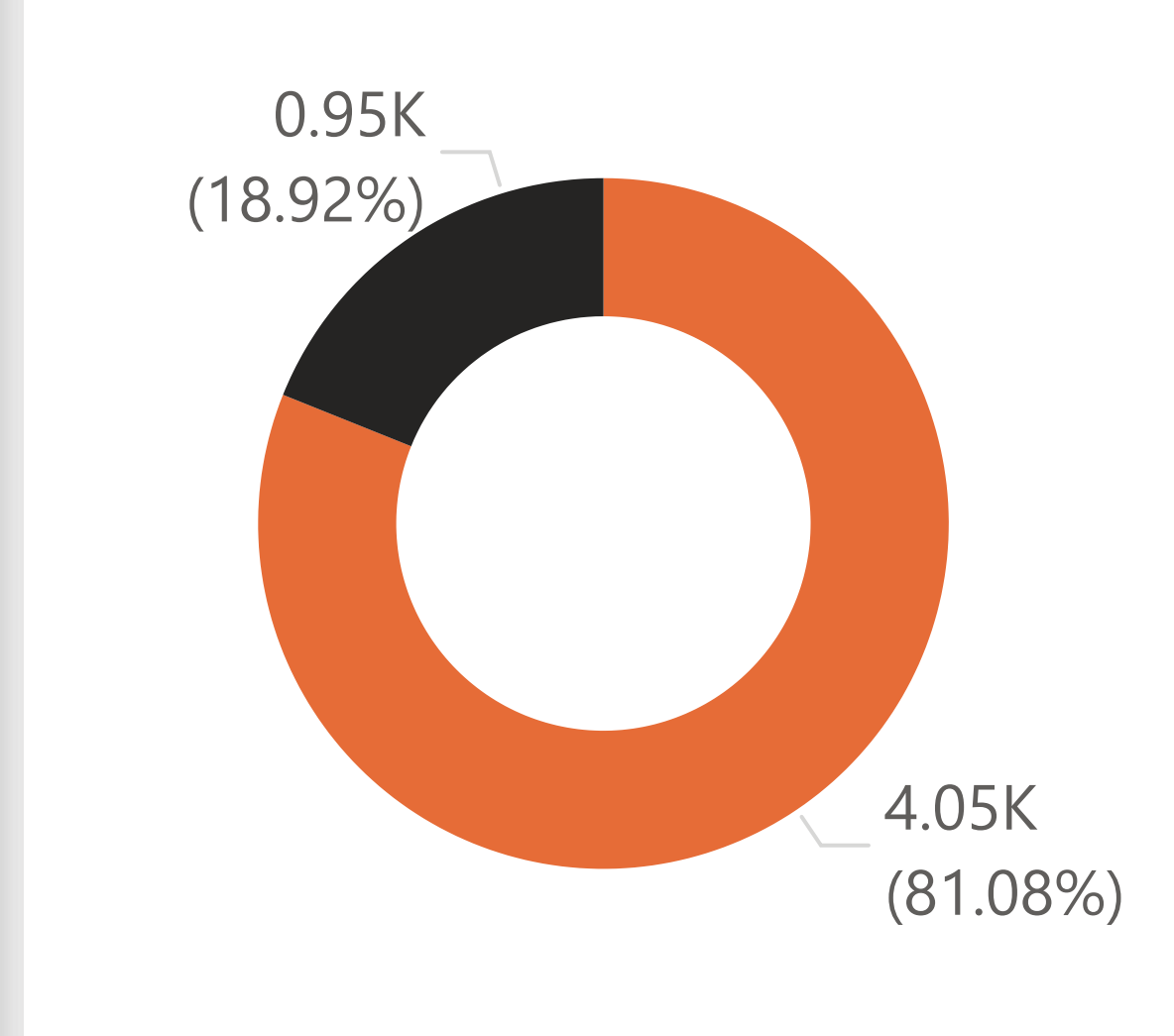
Count of Answered (Y/N) by Month and Answered (Y/N)



Average of Satisfaction rating and Max of Satisfaction rating



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



Count of Resolved by Resolved

