



Agent

All

Topic

Payment related

Date

1/1/2021

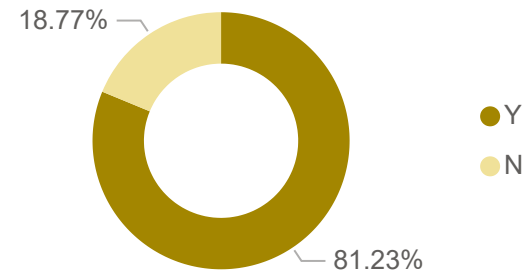
3/31/2021

Avg. Speed of Answers

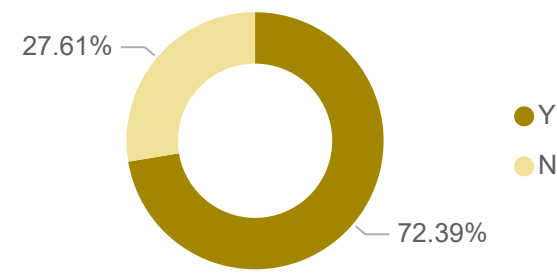
68.20

Call Center Trends

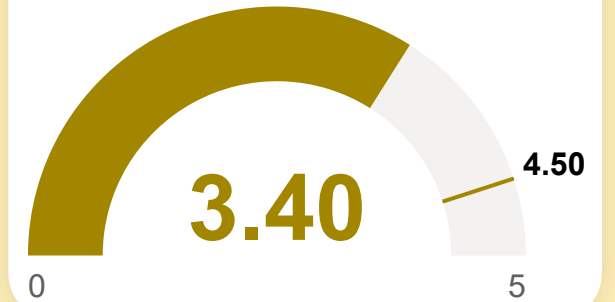
Answered



Resolved

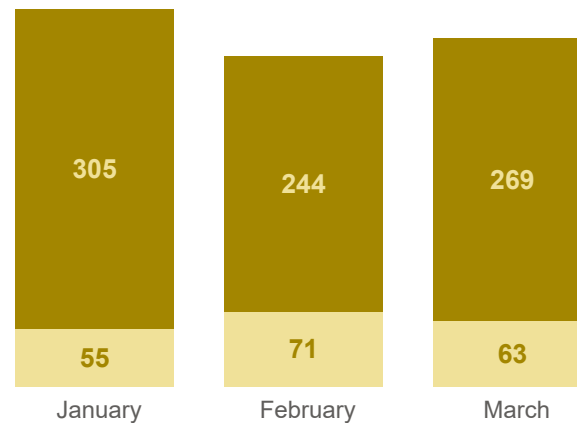


Average Satisfaction



No. of Calls per Month

Answered ● N ● Y



Agent Statistics

Agent	Answered	Resolved	Avg of Satisfaction Rate	Avg of Speed of Answer in Sec
Becky	112	99	3.48	68.71
Dan	106	93	3.42	70.20
Diane	97	85	3.51	70.98
Greg	106	99	3.31	72.10
Jim	94	81	3.27	65.28
Joe	100	91	3.26	66.02
Martha	108	99	3.46	65.44
Stewart	95	82	3.45	66.55