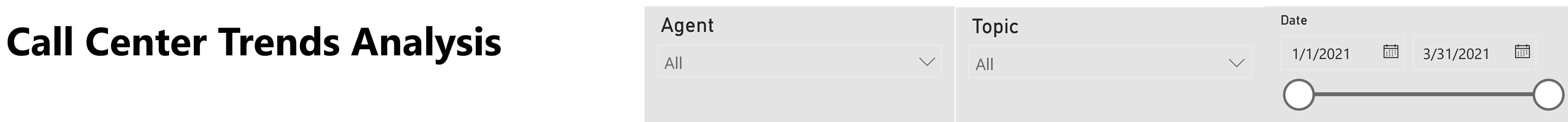


# Call Center Trends Analysis



## Agent Performance Ranking

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18

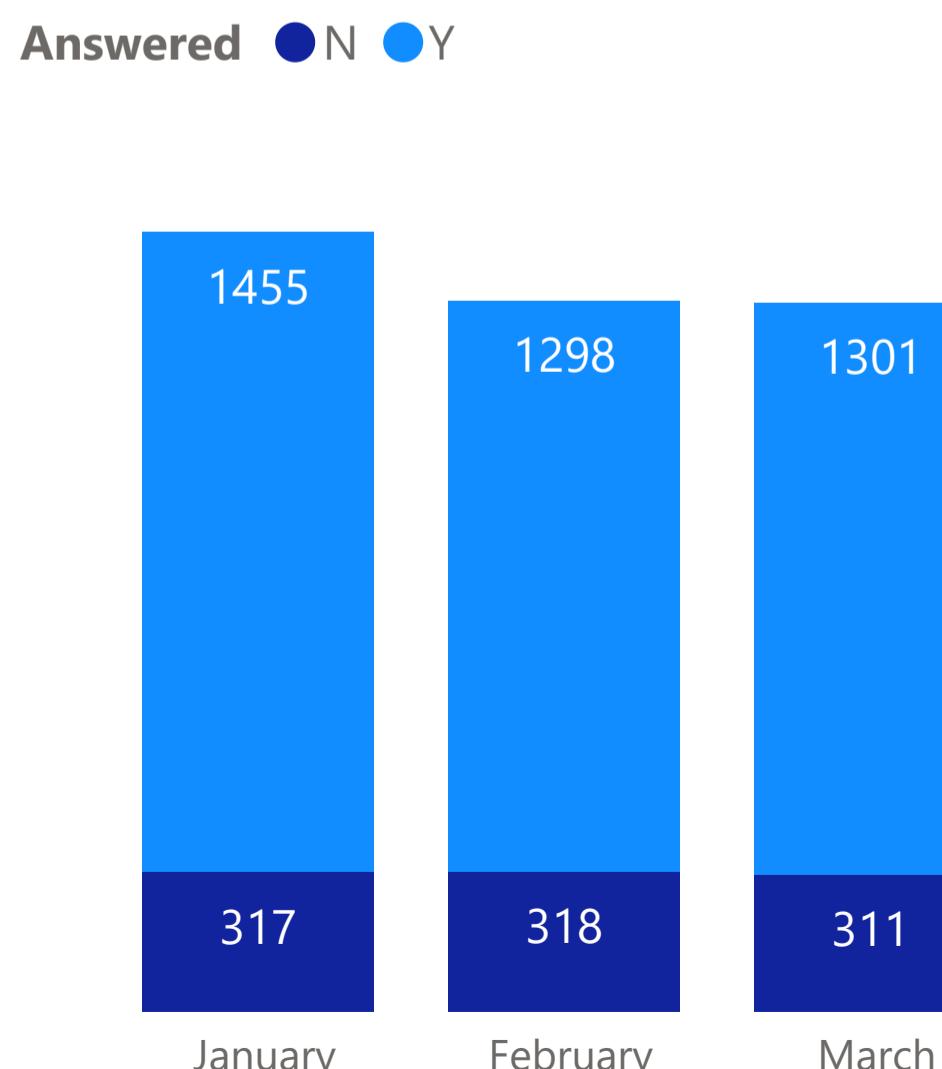
## Average Speed of Answer

67.52

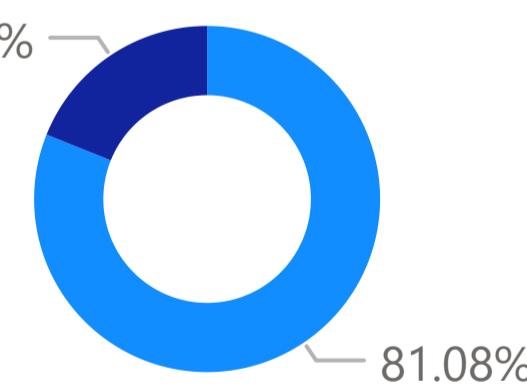
## Overall Satisfaction



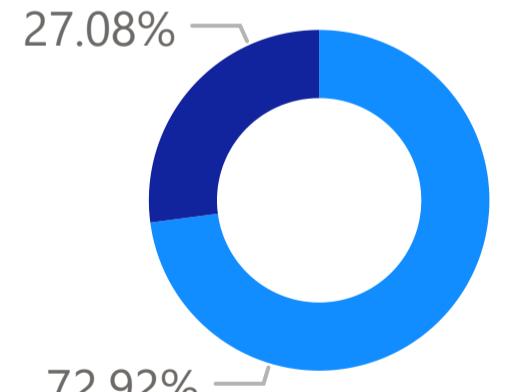
## Numbers of Calls by Months



## Calls Answered



## Calls Resolved



## Call Resolved & CSAT by Agent

