

Call Center Trends Analysis

Agent

All

Topic

All

Date

1/1/2021

3/31/2021

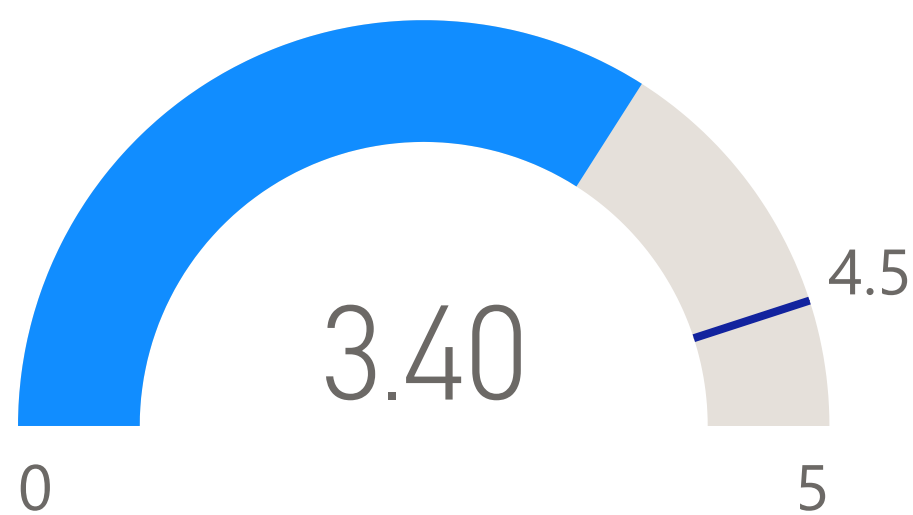
Agent Performance Ranking

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

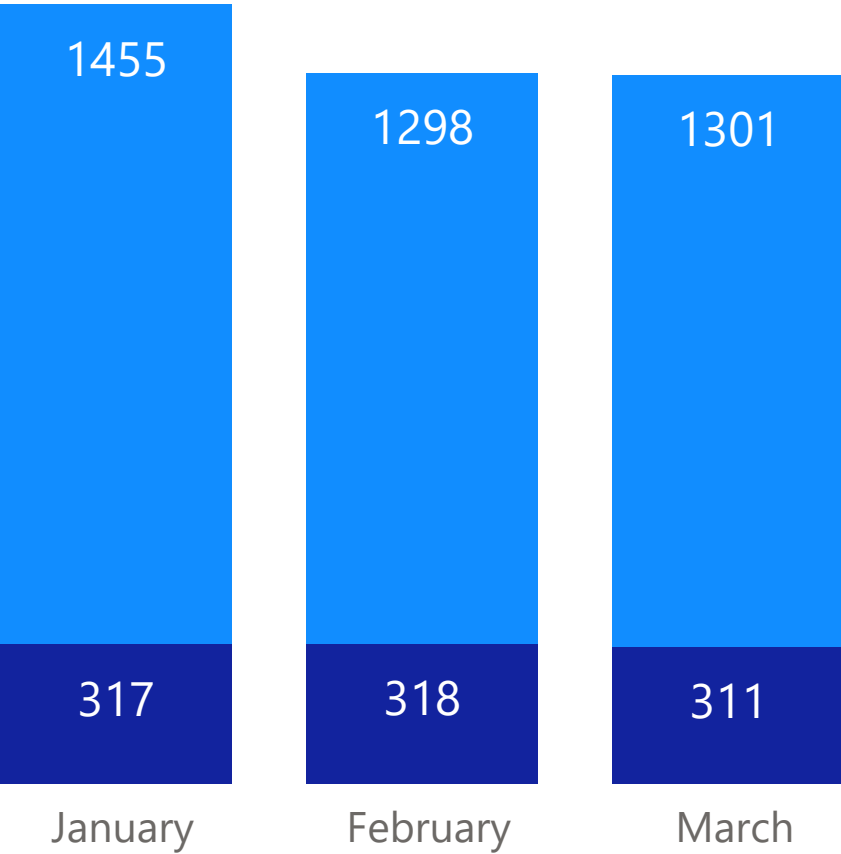
67.52

Overall Satisfaction

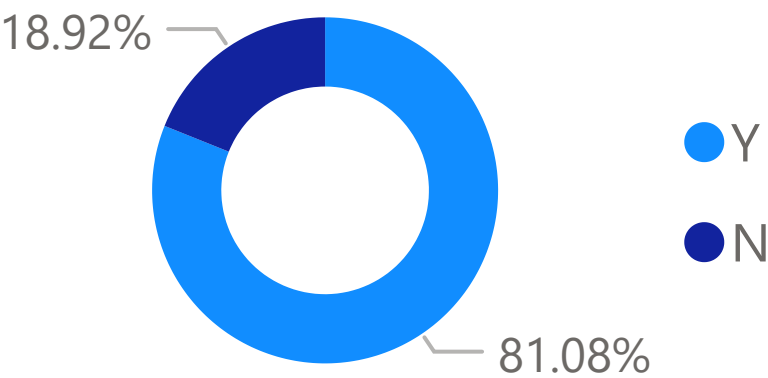


Numbers of Calls by Months

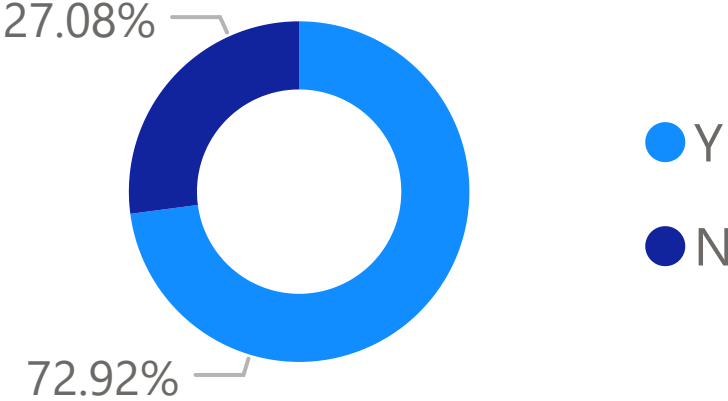
Answered ● N ● Y



Calls Answered



Calls Resolved



Call Resolved & CSAT by Agent

