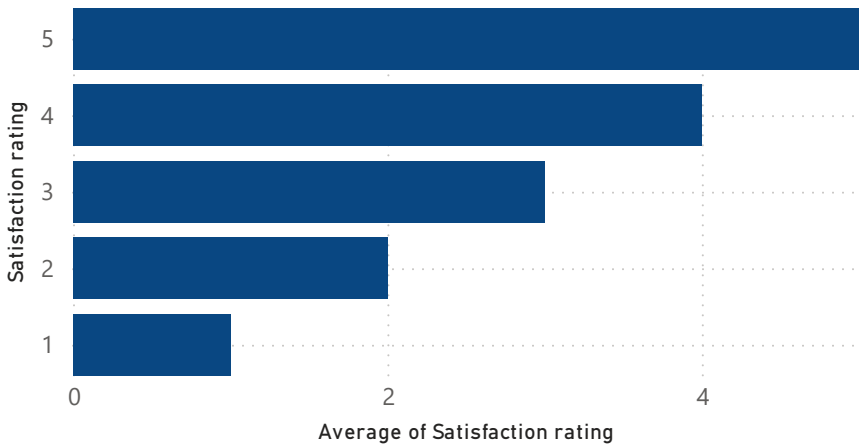
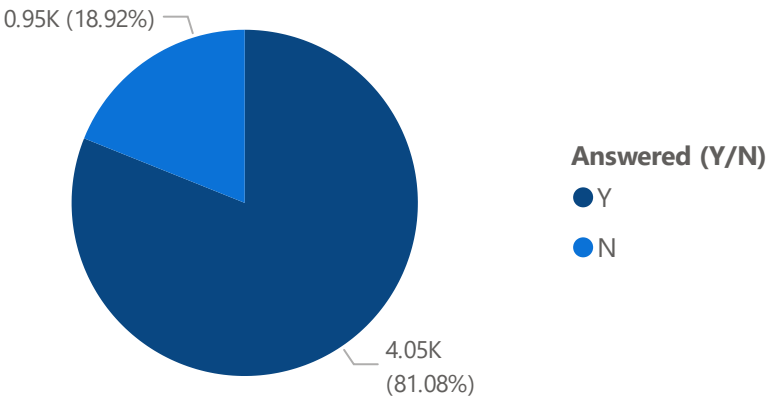


Call Center Performance Overview

Overall Satisfaction



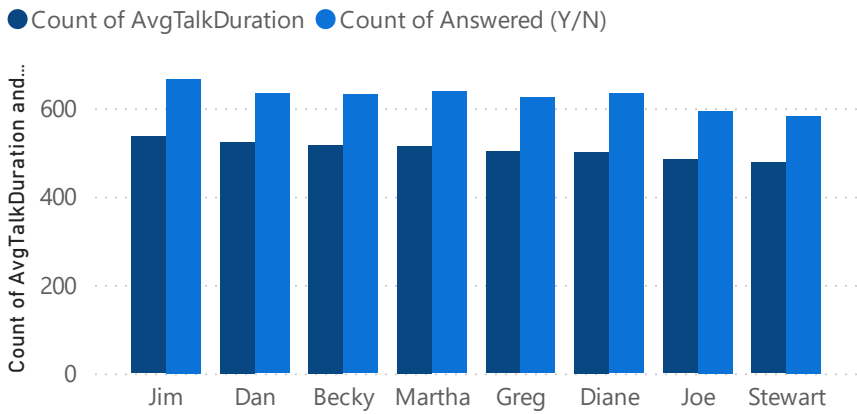
Call Answered Vs Abandoned



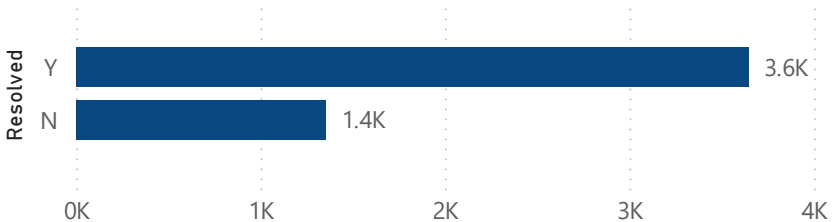
Average of Speed of answer in seconds

67.52

Agent's Performance



Call Outcome



Date

1/1/2021 3/31/2021



Agent	Avg of Satisfaction rating	Avg of Speed of answer in seconds
Stewart	3.40	
Martha	3.47	
Joe	3.33	
Jim	3.39	
Greg	3.40	
Diane	3.41	
Dan	3.45	
Becky	3.37	
Total	3.40	

Count of Calls by Call Time

