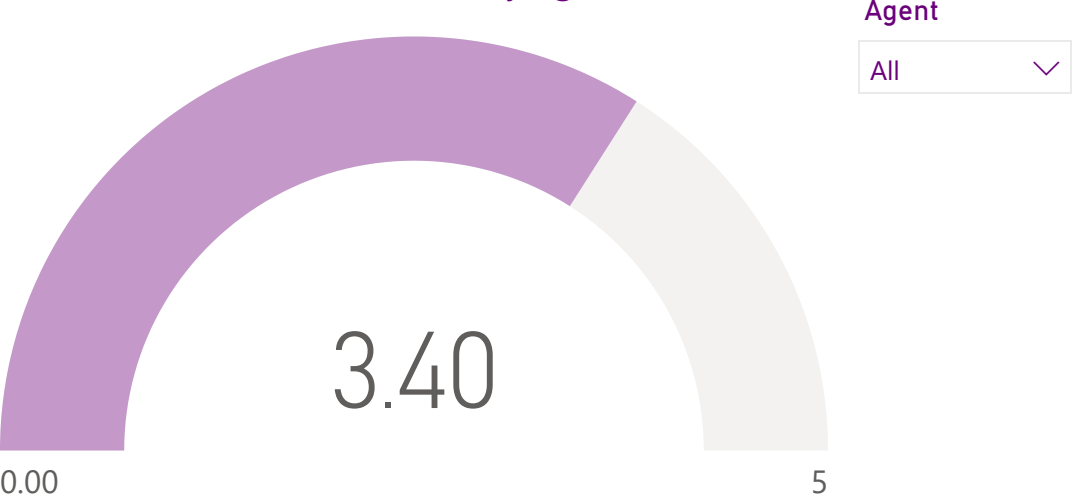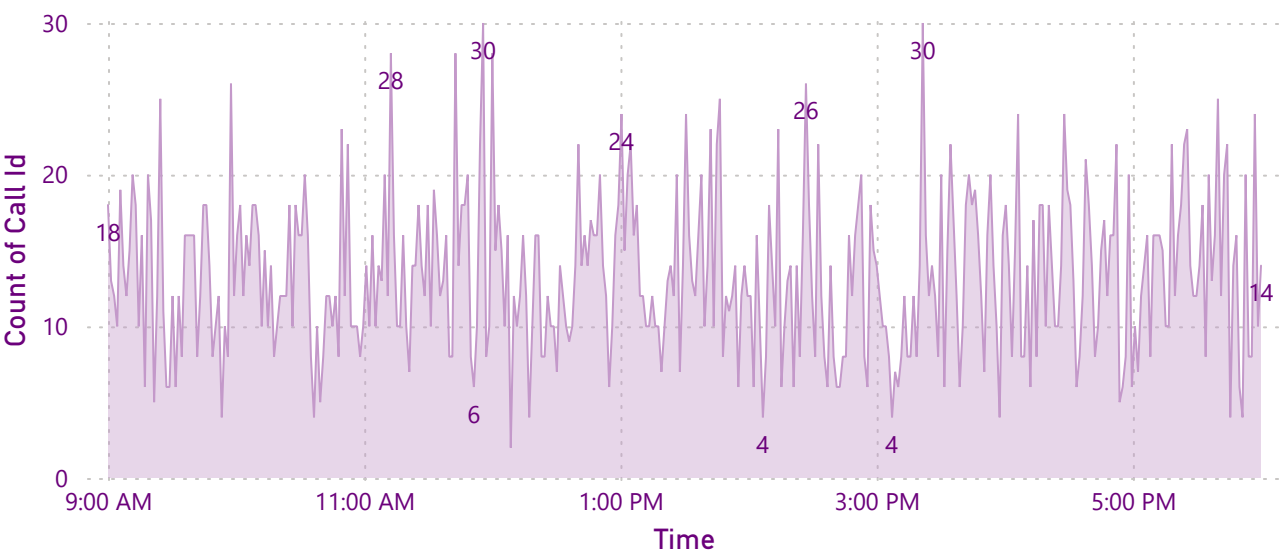# Call Centre Trends

## Overall customer satisfaction by agent
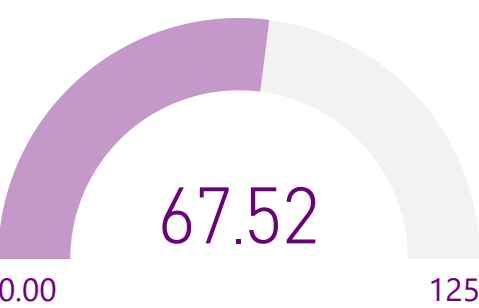
**Agent**

All ⌄

3.40

0.00                                                    5

## Count of Call Id by Time



## Number of calls answered (Y/N)

946 (18.92%)

4054 (81.08%)

**Answered (Y/N)**
- ● Y
- ● N
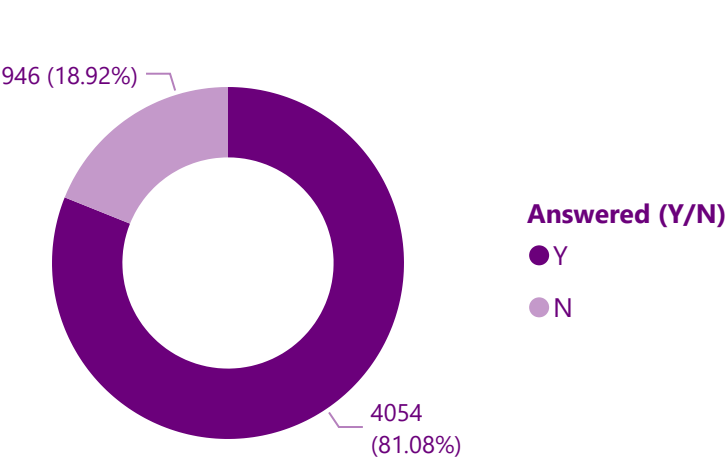
## Avg answer speed(sec)

67.52

0.00                                                    125

## Agent's performance quadrant

| Becky | Dan | Diane |
|---|---|---|
| Call A... N &#124;1 293 | Call A... N &#124;1 278 | Call A... N &#124;1 281 |

| Greg | Jim | Joe |
|---|---|---|
| Call A... N &#124;1 279 | Call A... N &#124;1 294 | Call A... N &#124;1 287 |

| Martha | Stewart | |
|---|---|---|
| Call A... N &#124;1 282 | Call A... N &#124;1 272 | |

| 0        200 | 0        200 | 0        200 |
|---|---|---|
| AvgTalkduration | AvgTalkduration | AvgTalkduration |