

Call Center Data

Agent

All

Topic

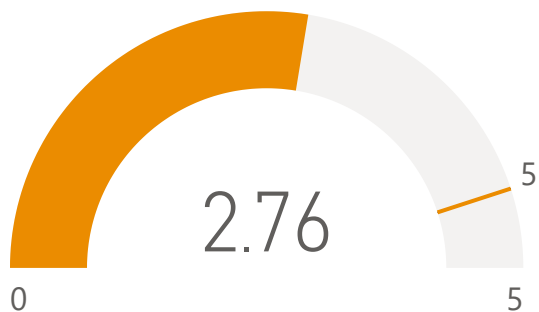
All

Date

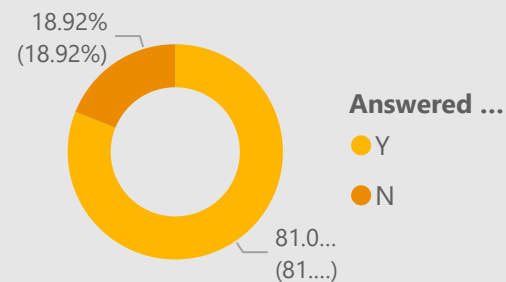
01-01-2021

31-03-2021

Average satisfaction

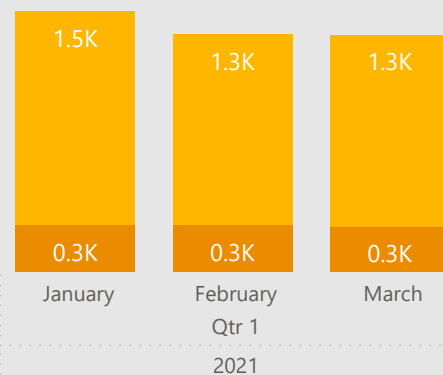


Answered

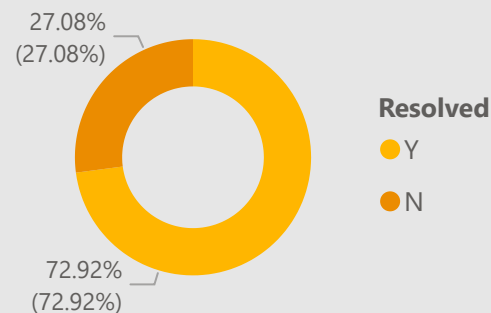


Number of calls per month

Answered N Y



Resolved



Agent statistics

Agent	Answered Call	Resolved Call	Avg speed of answer in sec	Avg Satisfaction Rate
Jim	536	485	42.02	2.73
Dan	523	471	45.40	2.85
Becky	517	462	43.44	2.76
Martha	514	461	45.81	2.80
Greg	502	455	45.00	2.74
Diane	501	452	43.02	2.70
Joe	484	436	46.04	2.72
Stewart	477	424	44.98	2.79



Average speed of answer (s)

44.43

