

Call Center Data Analysis

Agent

All

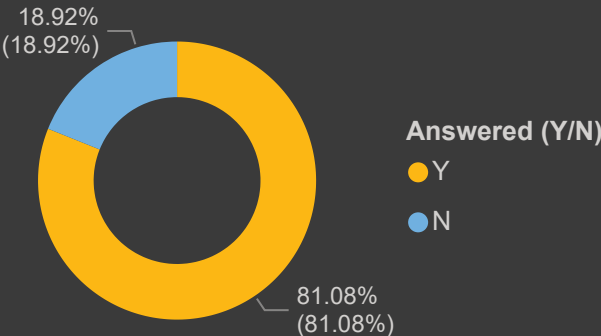
Topic

All

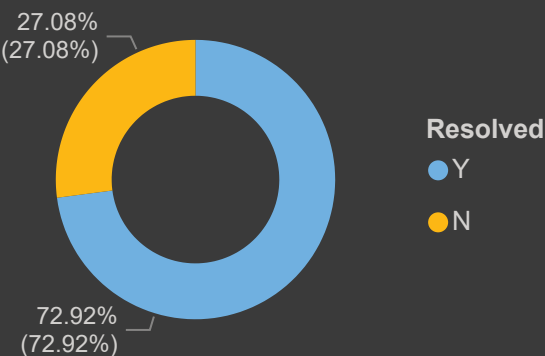
Average of Answered



Call Answered

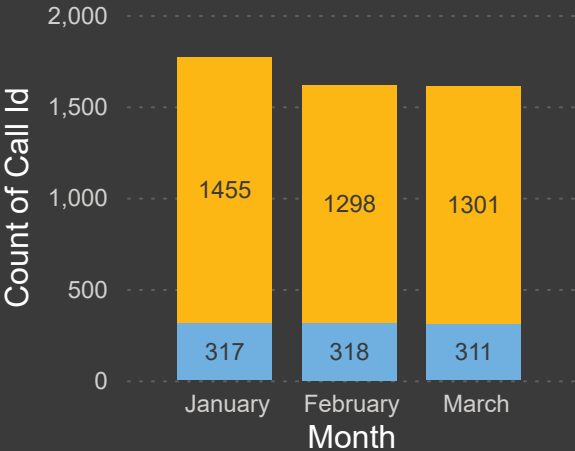


Call Resolved

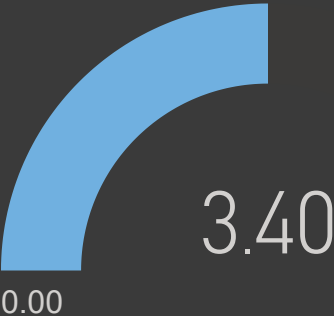


Count of Call Id by Month and Answered (Y/N)

Answer... N Y



Average of Satisfaction rating



No, OF Call Answered By Agent

Agent	# of answered	# of resolved	Average of Satisfaction rating	Average of Speed of answer in seconds
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
Total	4054	3646	3.40	67.52