

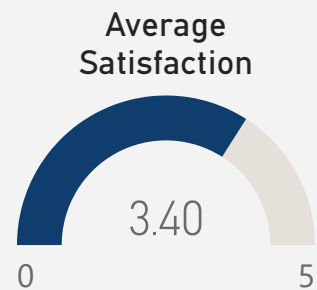
Call Center Trend Analysis

01-01-2021

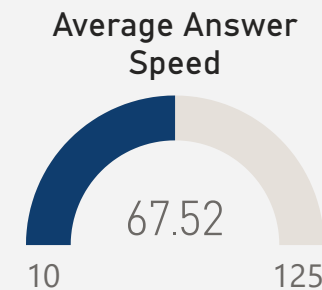
31-03-2021

Topic

All

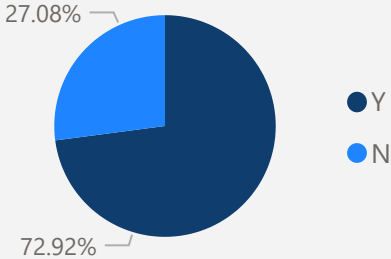
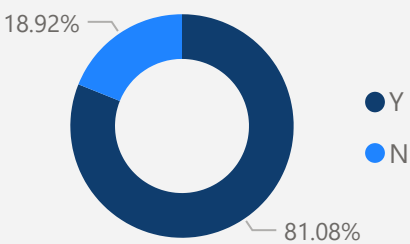
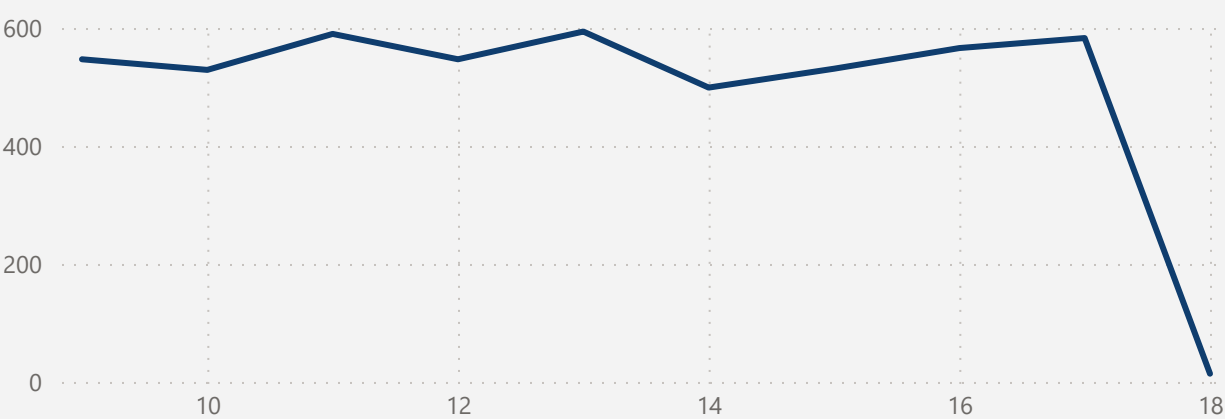


Calls Answered

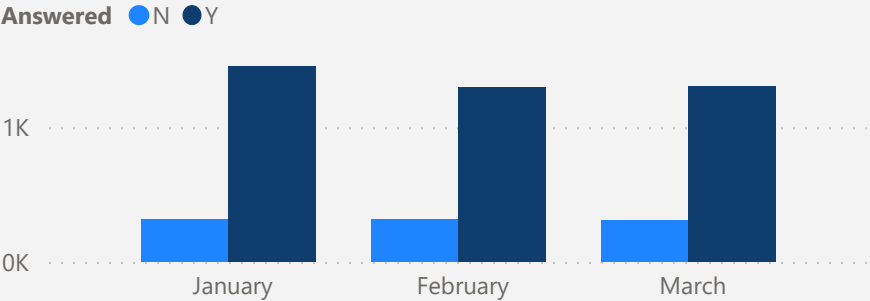


Calls Resolved

Total Call During Operation Hours



Calls per Month



Agent Statistics

| Agent | CountYes | ResolvedYes | Average of Satisfaction rating | Average of Speed of answer in secs |
|---------|----------|-------------|--------------------------------|------------------------------------|
| 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 |