



# Call Centre Performance Report



Month



All



Total Calls

5,000

Avg. Speed of Answers  
(In Seconds)  
67.52

Total Answered Calls

4054

Total Unanswered Calls

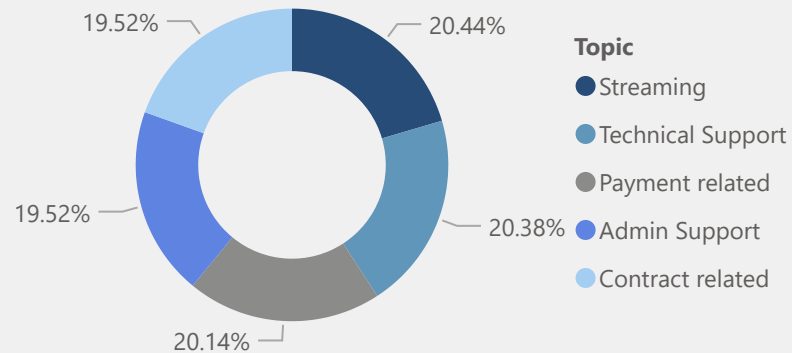
946

Avg. Satisfaction Rating

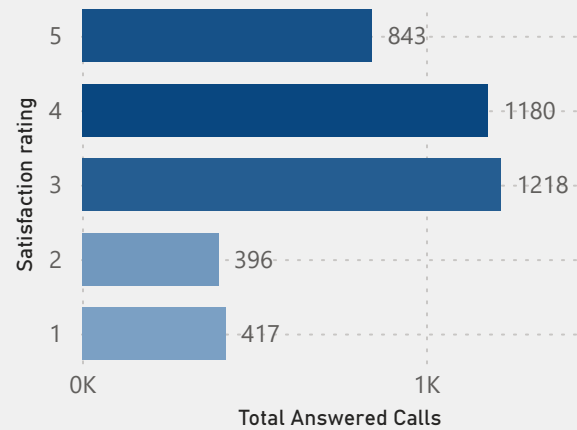
3.40



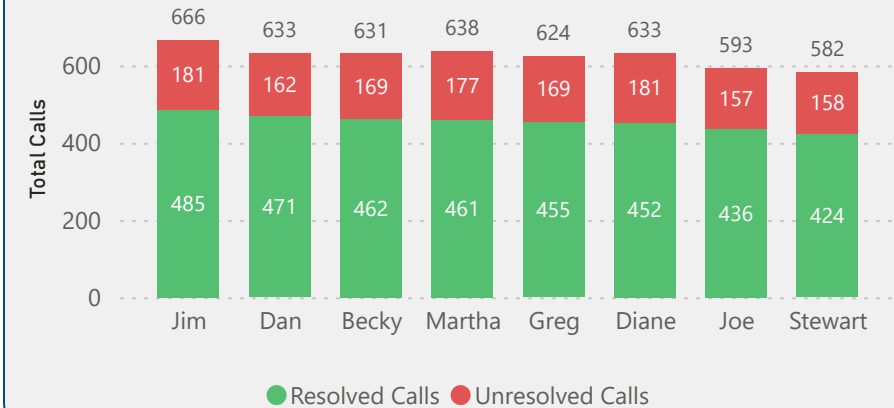
Total Calls by Topic



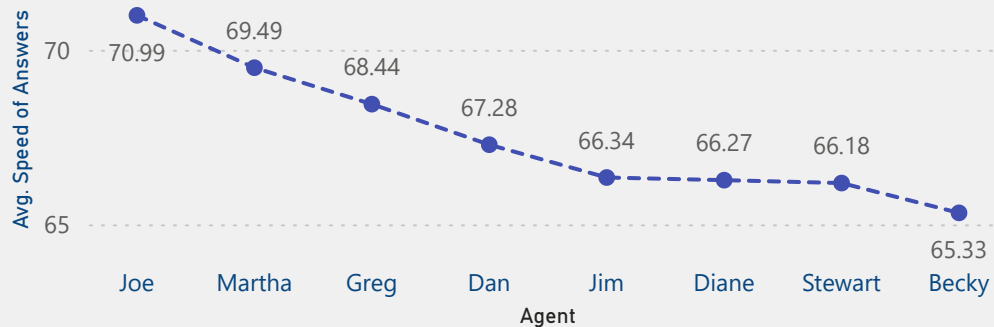
Total Answered Calls by Rating



Resolved Calls and Unresolved Calls by Agent



Avg. Speed of Answers by Agent (In Seconds)



Performance by Agent



Agent	Total Calls	Answered Calls	Unanswered Calls	Resolved Calls	Unresolved Calls	Satisfaction Rating
Joe	593	484	109	436	157	★★★★☆ (2.72)
Stewart	582	477	105	424	158	★★★★☆ (2.79)
Dan	633	523	110	471	162	★★★★☆ (2.85)
Becky	631	517	114	462	169	★★★★☆ (2.76)
Greg	624	502	122	455	169	★★★★☆ (2.74)
Martha	638	514	124	461	177	★★★★☆ (2.80)
Diane	633	501	132	452	181	★★★★☆ (2.70)
Jim	666	536	130	485	181	★★★★☆ (2.73)