



Call Center

Agent

All

Topic

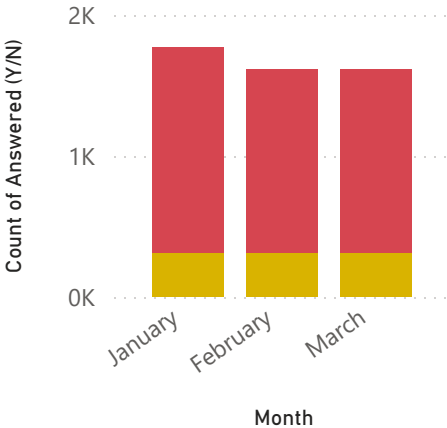
All

Average Satisfaction

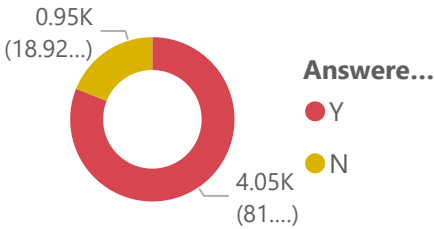


Number of calls per month

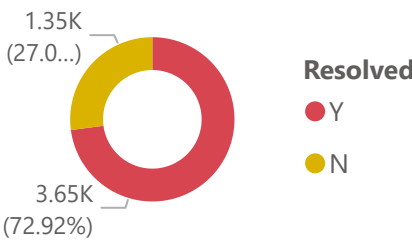
Answered



Answered



Resolved



Average speed of answer (s)

67.52



Agent statistics

Agent	Average of Satisfaction rating	Average of Speed of answer in seconds	# of Answered	# of Resolved
Joe	3.33	70.99	484	436
Becky	3.37	65.33	517	462
Jim	3.39	66.34	536	485
Stewart	3.40	66.18	477	424
Greg	3.40	68.44	502	455
Diane	3.41	66.27	501	452
Dan	3.45	67.28	523	471
Martha	3.47	69.49	514	461

