

# CALL CENTER

Agent

All

Date

All

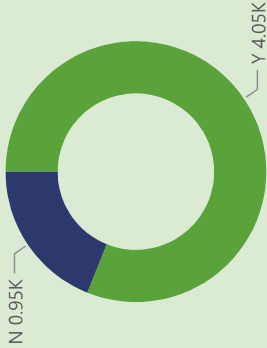
Resolved

All

68

Average of Speed of answer in seconds

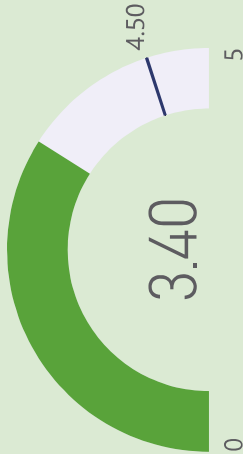
Call status



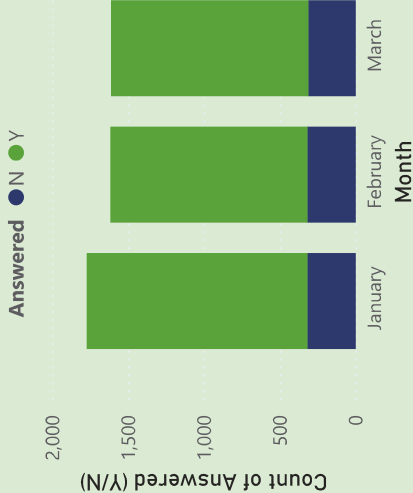
Resolve status by Resolved



Average Satisfaction Rating



Number of Calls per Month



Agent

Agent	Call answered	call resolved	Average Rating	Average call duration
Martha	514	461	3.47	69.4
Dan	523	471	3.45	67.2
Diane	501	452	3.41	66.2
Greg	502	455	3.40	68.4
Stewart	477	424	3.40	66.1
Jim	536	485	3.39	66.3
Becky	517	462	3.37	65.3
Joe	484	436	3.33	70.5
Total	4054	3646	3.40	67.5