

Count of Call

5000

Count of Call

Agent

Agent

Becky

Diane

Jim

Martha

Dan

Greg

Joe

Stewart

Datewise

Date

1/1/2021

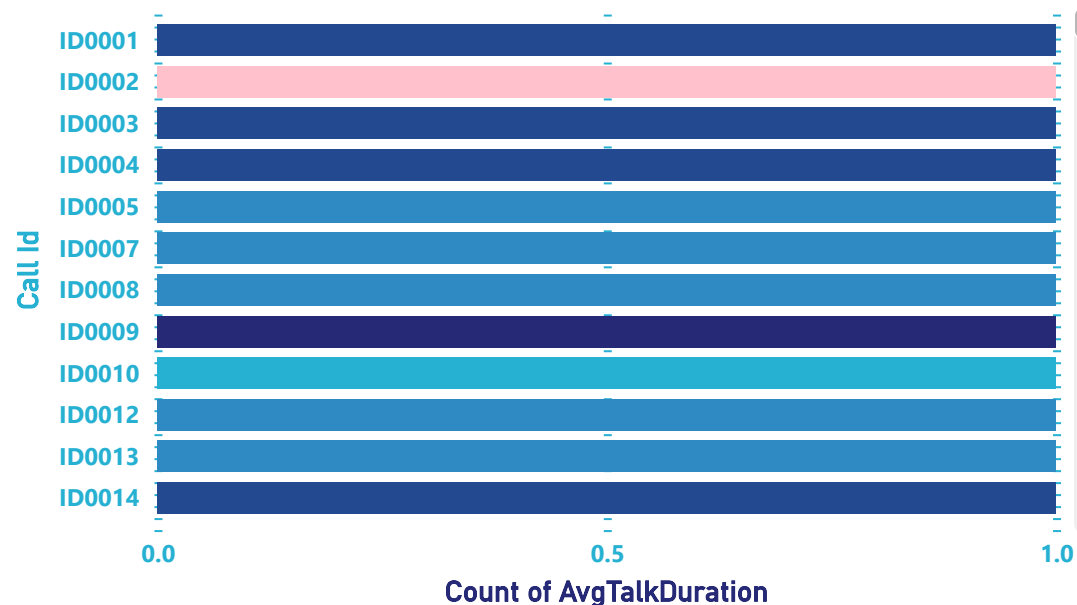


3/31/2021



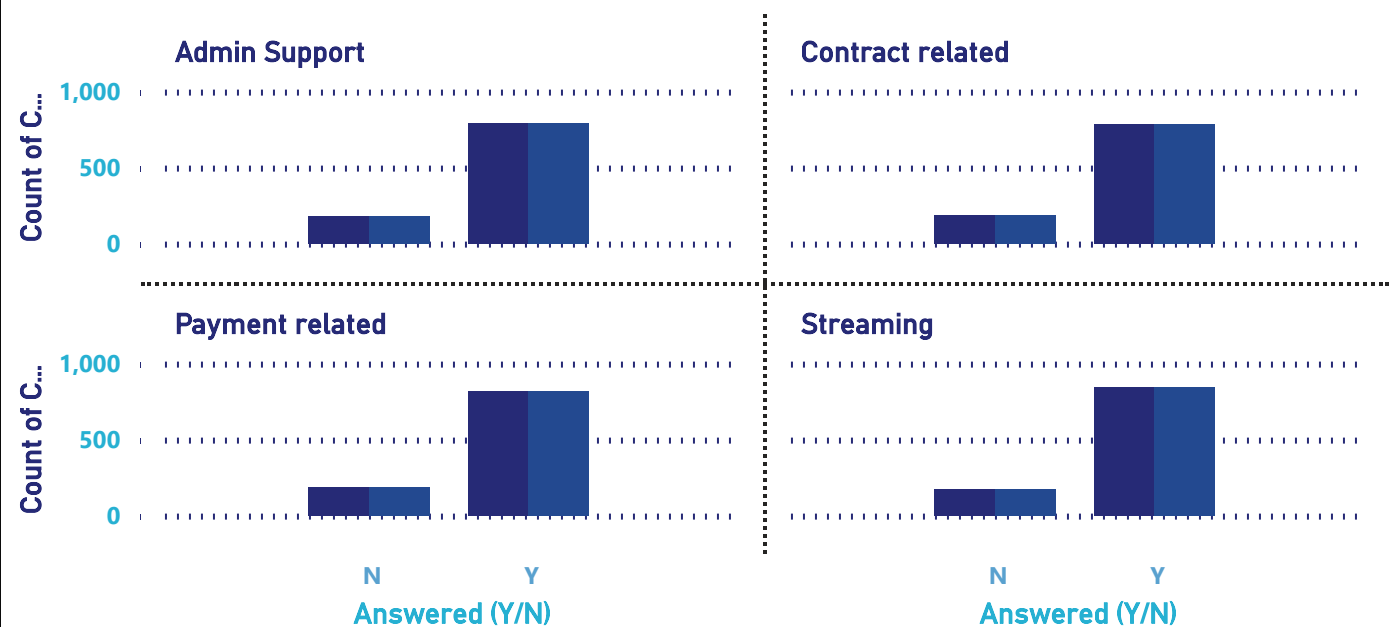
Count of AvgTalkDuration by Call Id and Topic

Topic ● Admin Support ● Contract rel... ● Payment r... ● Streaming ● Technical ...



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

● Count of Call Id ● Count of Resolved



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

843✓

Goal: 843 (+0%)  
5

Average Speed of answer and Count of AvgTalkDuration by Topic

68.11!

Goal: 805 (-91.54%)  
Technical Support

1/1/2021

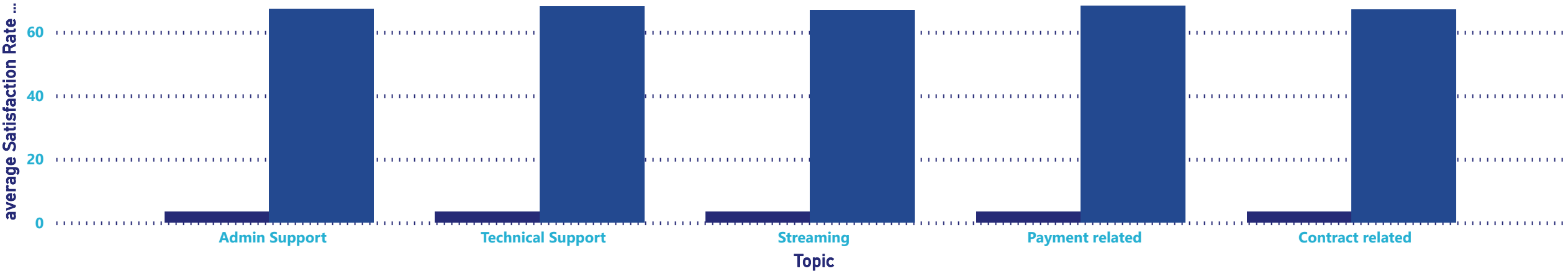


3/31/2021



average Satisfaction Rate and Average Speed of answer by Topic

● average Satisfaction Rate ● Average Speed of answer



Answered (Y/N)	Admin Support	Contract related	Payment related	Streaming	Technical Support	Total
<input type="checkbox"/> N	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
<input type="checkbox"/> 1899	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
<input type="checkbox"/> Qtr 4	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
<input type="checkbox"/> December	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
<input type="checkbox"/> 31	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
<input type="checkbox"/> Y	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
<input type="checkbox"/> 1899	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
<input type="checkbox"/> Qtr 4	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
<input type="checkbox"/> December	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
<input type="checkbox"/> 31	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021
Total	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021	01/01/2021

Average Speed of answer by Topic

