



Call Center Analytics

Date

1/1/2021 3/31/2021

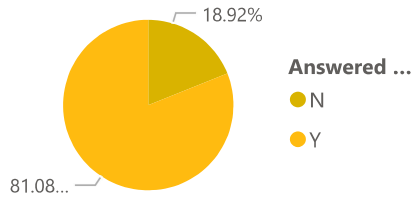
Agent

All

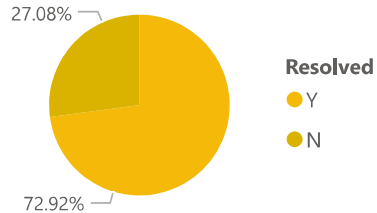
Topic

All

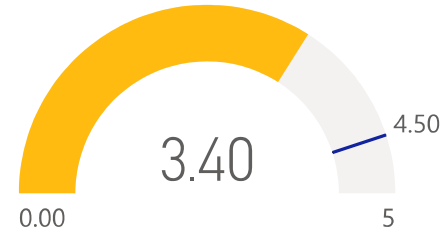
Calls Answered



Resolved



Average Customer Satisfaction Rating



Average Speed of Answer

67.52

Agent Statistics

Agent	answered calls	resolved calls	Average of Satisfaction rating	Average of Speed of answer in seconds
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52

Number of Calls per Month

