



Call Center Report

Agent

All



Topic

All



Month

January

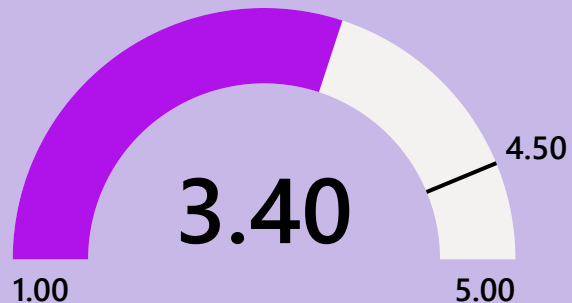
February

March

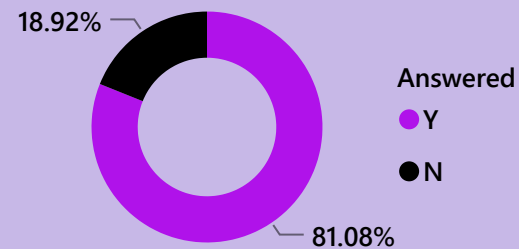
Clear all slicers



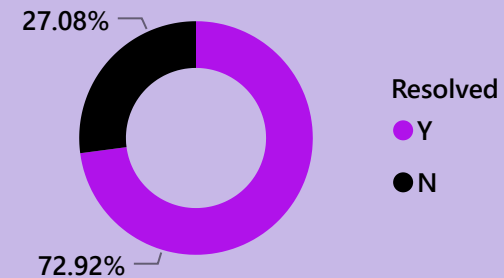
Average Satisfaction



Calls Answered



Queries Resolved

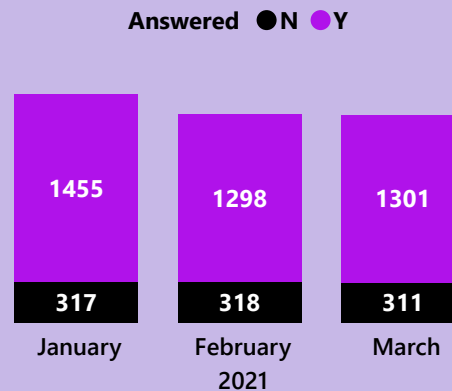


Average Speed of Answer in Seconds

67.52
Seconds



No. of Calls Per Month



Agent Statistics

Agent	Calls Answered	Queries Resolved	Avg speed of Ans	Avg Satisfaction Rating
Becky	517	462	65.33	3.37
Stewart	477	424	66.18	3.40
Diane	501	452	66.27	3.41
Jim	536	485	66.34	3.39
Dan	523	471	67.28	3.45
Greg	502	455	68.44	3.40
Martha	514	461	69.49	3.47
Joe	484	436	70.99	3.33