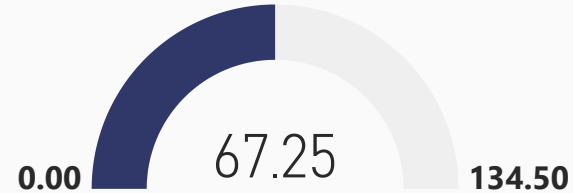


CALL CENTER



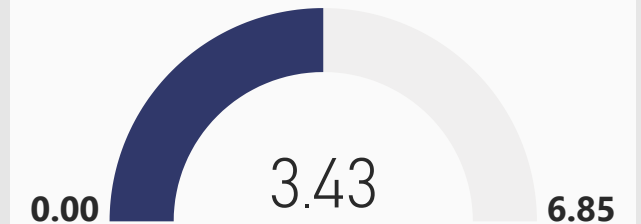
Speed of answer



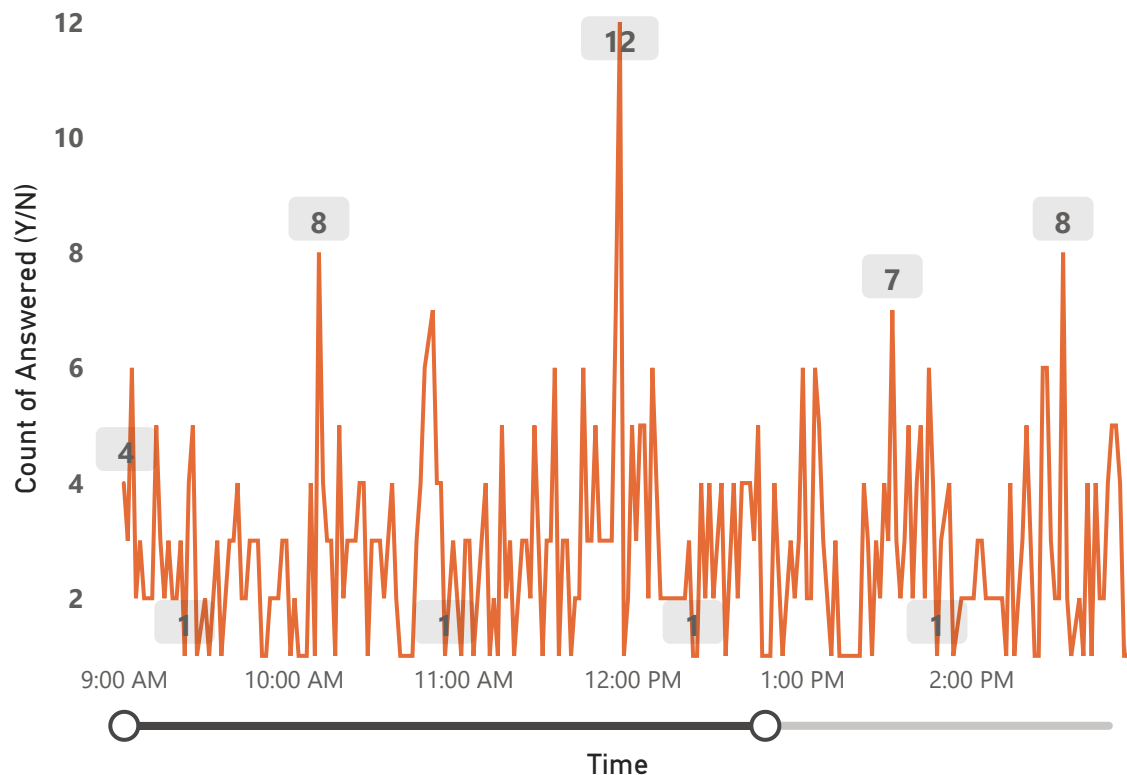
Overall Call Attended

976

Overall Rating



Call by Time



Agent's Performance

| Agent | AvgTalkDuration | Calls Answered | Satisfaction rating |
|---------|-----------------|----------------|---------------------|
| Jim | 29.28 | 116 | 3.42 |
| Diane | 30.18 | 108 | 3.33 |
| Greg | 29.89 | 105 | 3.35 |
| Becky | 29.91 | 100 | 3.44 |
| Stewart | 31.29 | 94 | 3.43 |
| Joe | 28.69 | 93 | 3.49 |
| Martha | 29.88 | 92 | 3.47 |
| Dan | 33.98 | 87 | 3.51 |

- ☒ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Sup...