

# Call Centre Analysis

Agent

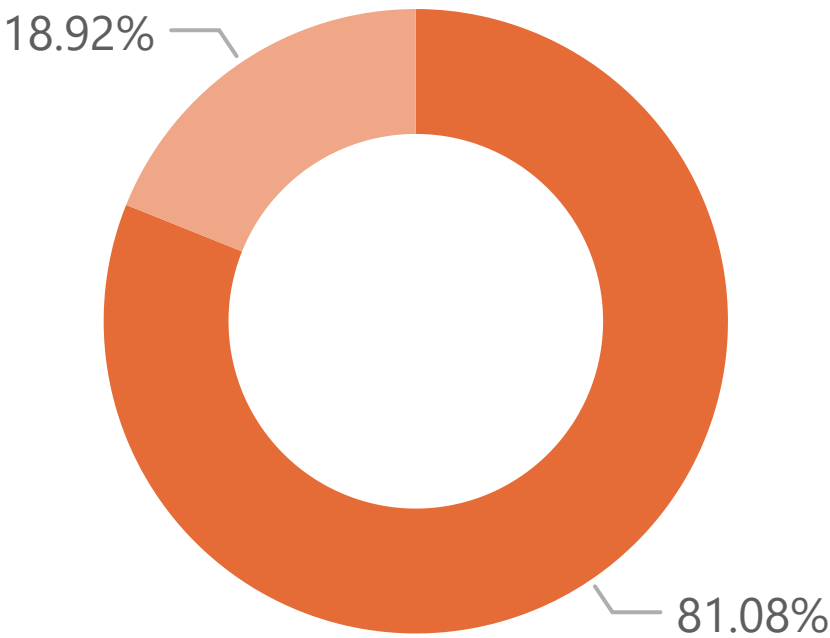
All

Topic

All

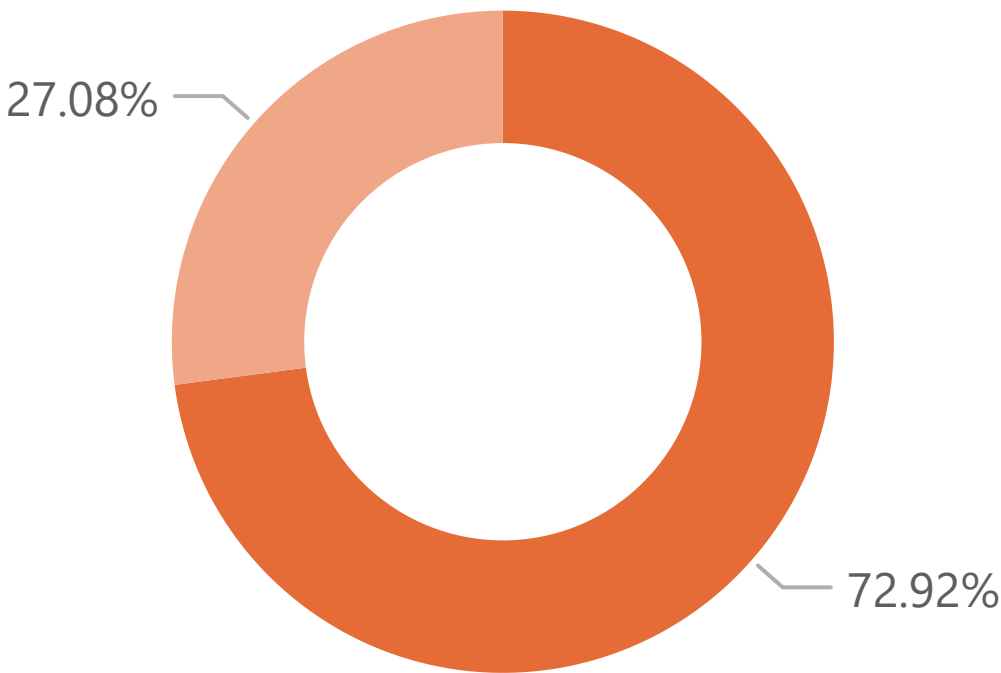
Answered

Answered (Y... ● Y ● N



Resolved

Resolved ● Y ● N



Avg Speed of answer in sec(s)

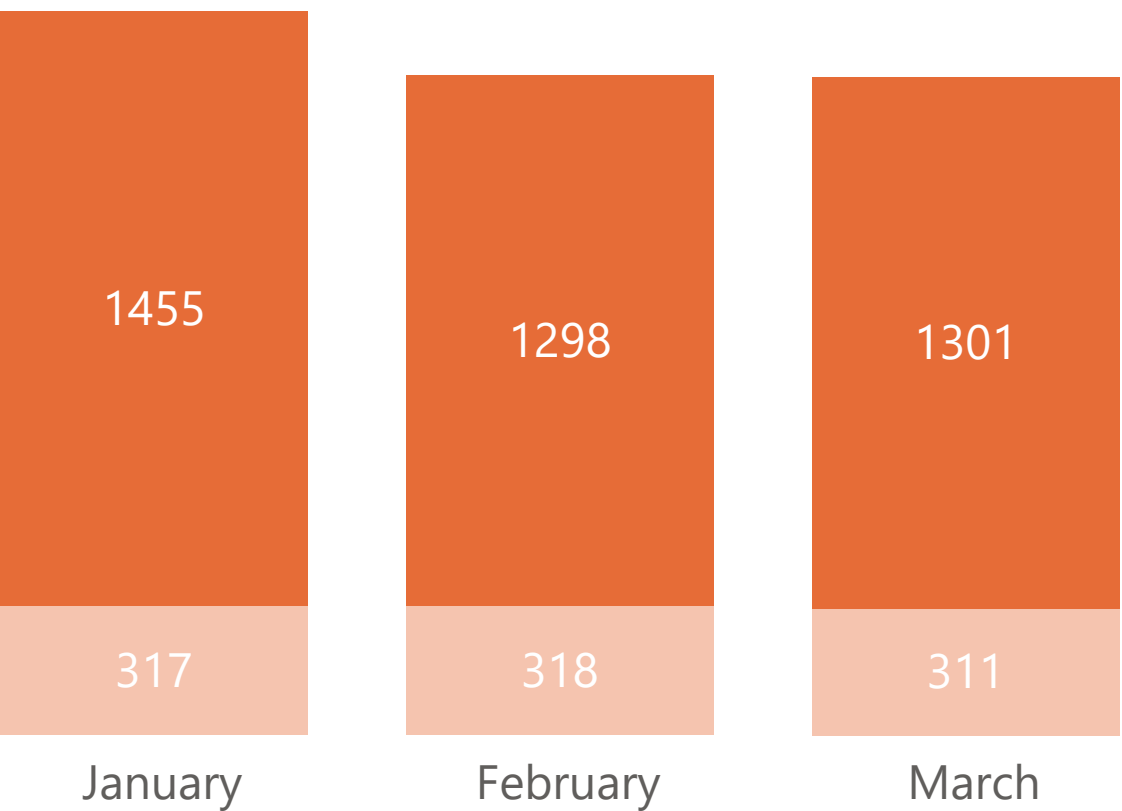
67.52

Average Satisfaction Rating



Num of Calls per month

Answered ● N ● Y



Agents Statistics

Agent	Answered	Resolved (Y)	Avg Satisfaction rating	Avg Speed of answer in sec(s)
Stewart	477	424	3.40	66.18
Martha	514	461	3.47	69.49
Joe	484	436	3.33	70.99
Jim	536	485	3.39	66.34
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Total	4054	3646	3.40	67.52