



Call Center

Topics



Agents

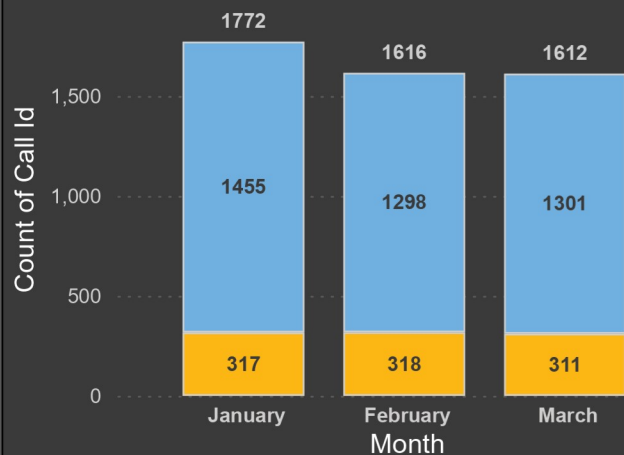
All

All



Number of call per month

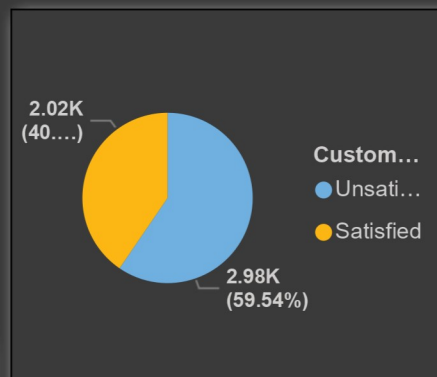
Answered (Y/N) ● N ● Y



Average Satisfaction



Customer Satisfaction



946

Total Calls Abandoned

67.52

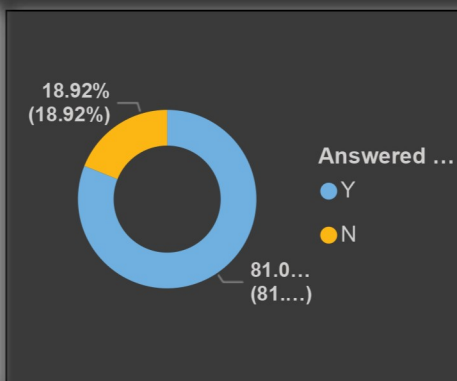
Average of Speed of a...

4054

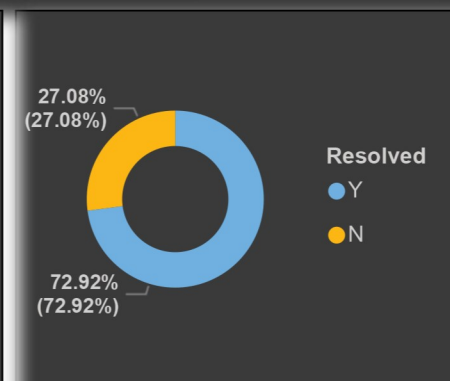
Total Calls Answered



Answer



Resolve



Agent statistics

Agent	# of answered	Resolved_measure	Average of Satisfaction rating	Average of Speed of answer in seconds
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52