

Trend Analysis - Call Centre



Agent

Becky
Dan
Diane

Resolved

N
Y

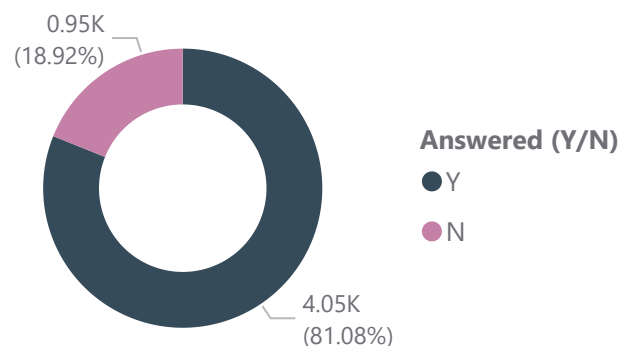
Month

February
January
March

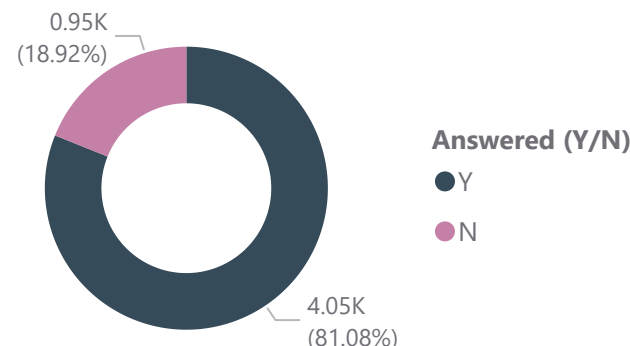
67.52

Average of Speed of answer in seconds

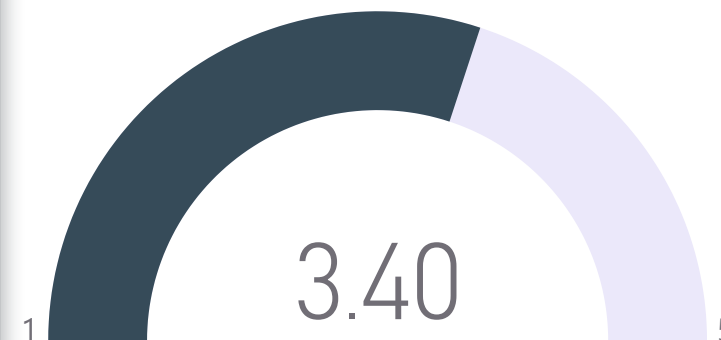
Count of Answered (Y/N) by Answered (Y/N)



Count of Resolved by Answered (Y/N)

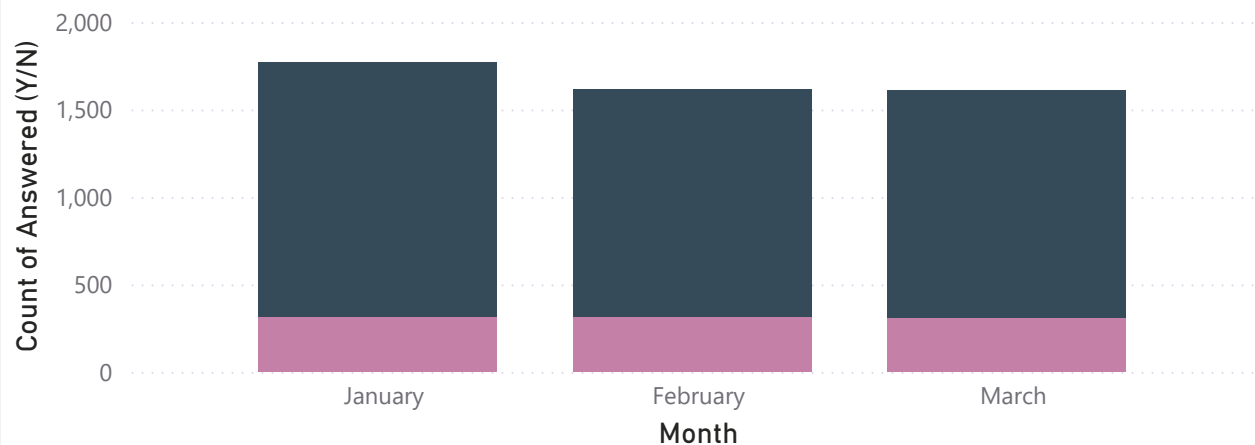


Average of Satisfaction rating, Min of Satisfaction rating and Max of Satisfaction rating



Count of Answered (Y/N) by Month and Answered (Y/N)

Answered (Y/N) ● N ● Y



Agent Statistics

Agent	Resolved(Y)	Answer	Average of Satisfaction rating	Average of Speed of answer in seconds
Martha	461	514	3.47	69.49
Dan	471	523	3.45	67.28
Diane	452	501	3.41	66.27
Greg	455	502	3.40	68.44
Stewart	424	477	3.40	66.18
Jim	485	536	3.39	66.34
Becky	462	517	3.37	65.33
Joe	426	484	3.32	70.00
Total	3646	4054	3.40	67.52