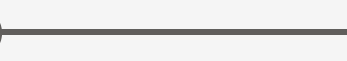


# Call Center Trend Analysis

01-01-2021



31-03-2021



Topic



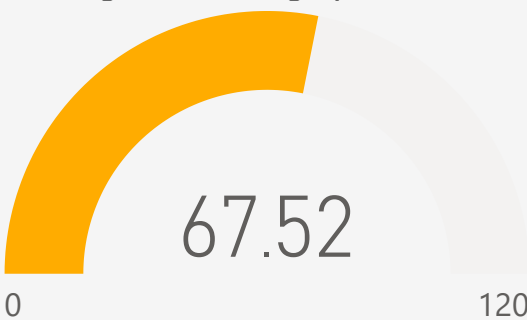
All



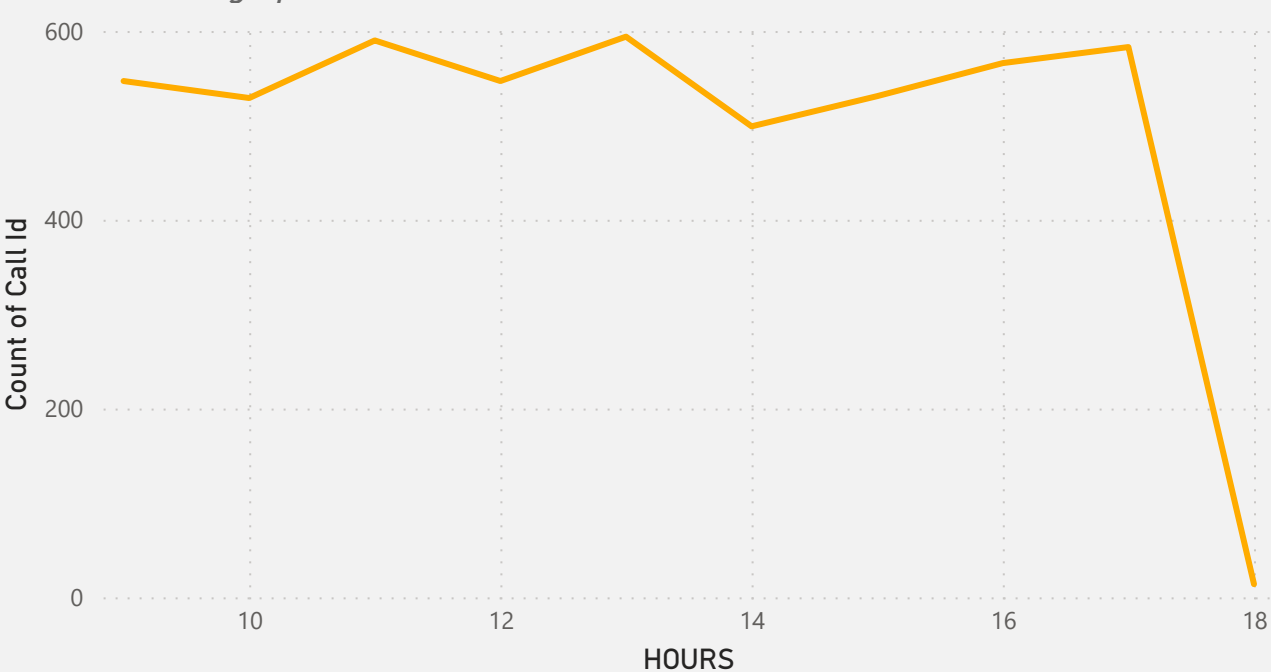
Average Satisfaction Rating



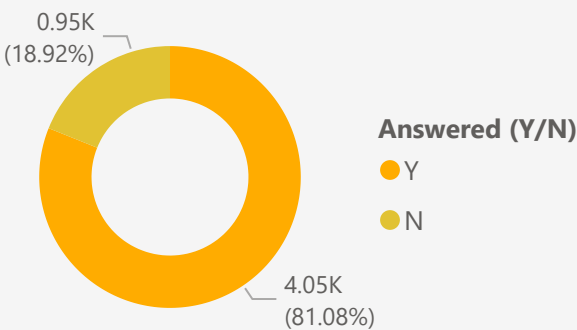
Average Answering Speed (in sec)



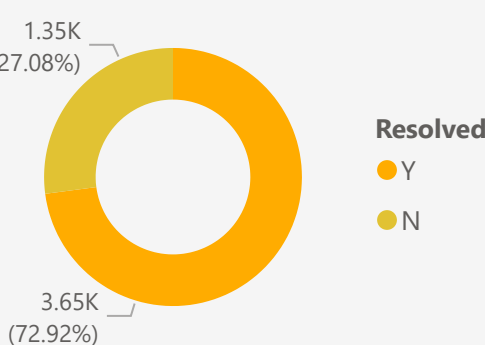
Total Call During Operation Hours



Call Answered

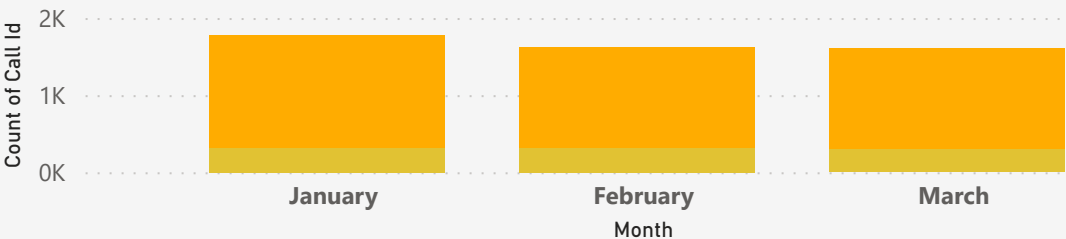


Call Resolved



Calls per month

Answered (Y/N) N Y



Agent Statistics

Agent	CallsAnswered	ResolvedYes	Average of Satisfaction rating	Average of Speed of answer in secs
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