

Agent

All

Topic

All

1/1/2021



3/31/2021

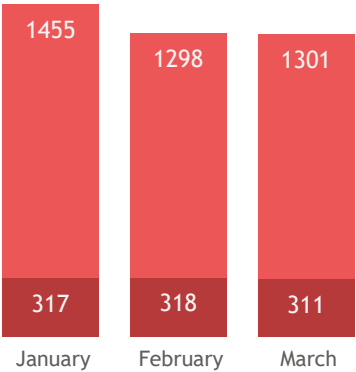


### Average Satisfaction



### Number of calls per month

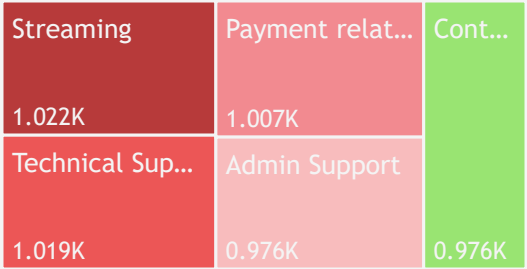
Answ... ● N ● Y



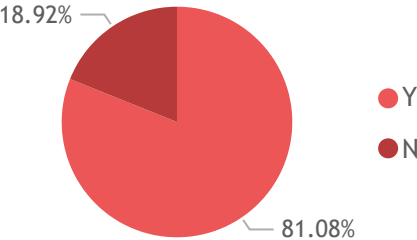
### Speed of answered (seconds)

67.52

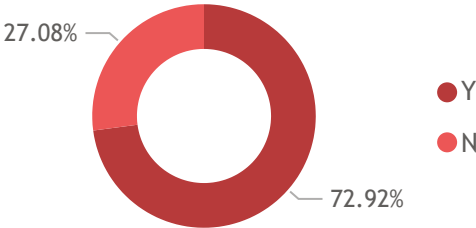
### Number of calls for each topic



### Answered



### Resolved



### Agent statistics

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Stewart	477	424	3.40	66.18
Becky	517	462	3.37	65.33