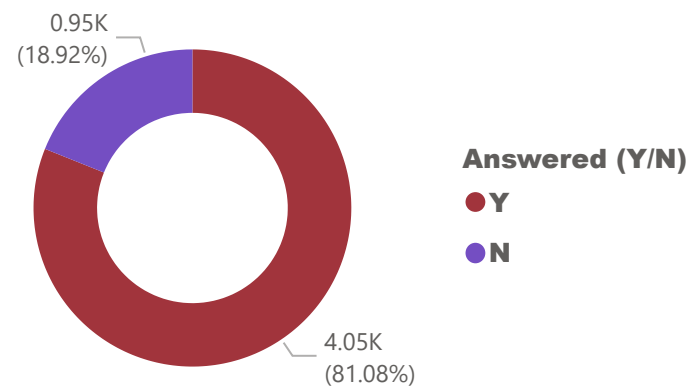
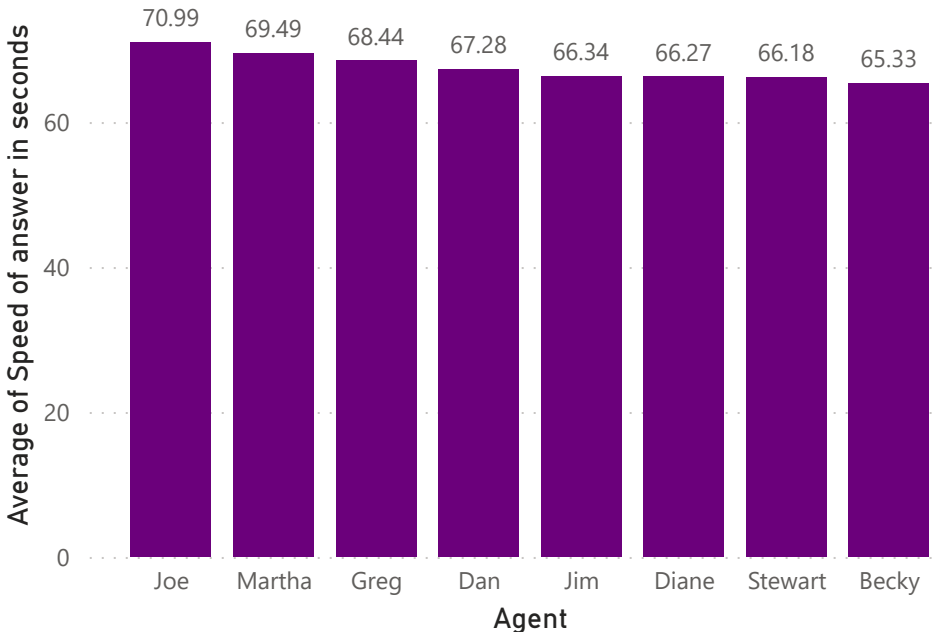


Overall Calls Answered/Abandoned



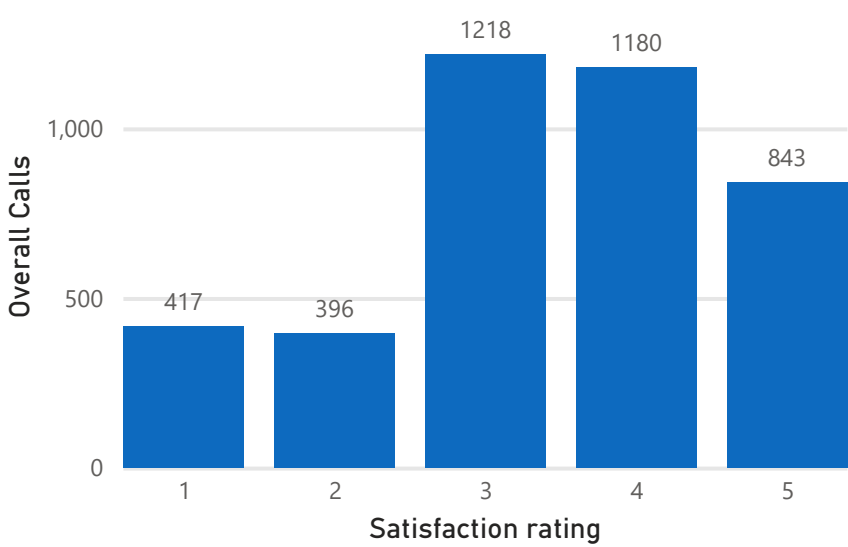
Average of Speed of answer in seconds by Agent



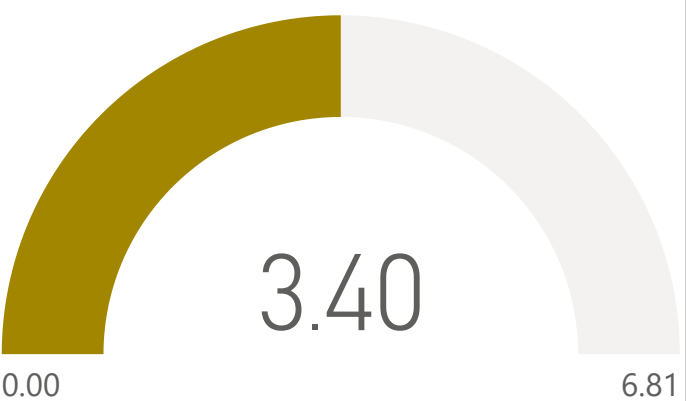
Calls By Time

Time	Count of Call Id
09:00:00	18
09:01:26	13
09:02:53	12
09:04:19	10
09:05:46	19
09:07:12	14
09:08:38	12
09:10:05	15
09:11:31	20
09:12:58	18
09:14:24	10
09:15:50	16
Total	5000

Overall Customer Satisfaction



Average of Satisfaction rating



Agent's Performance Quadrant

