


# Call Center

Agent



▼

All

▼

Topic

▼

All

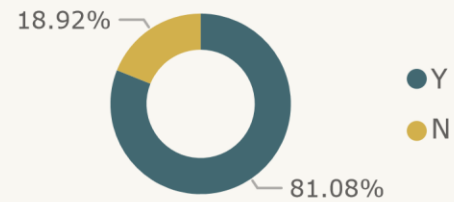
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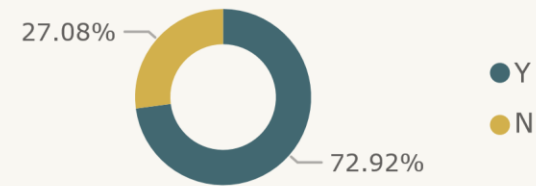
## Average Satisfaction Rating



## Answered



## Resolved

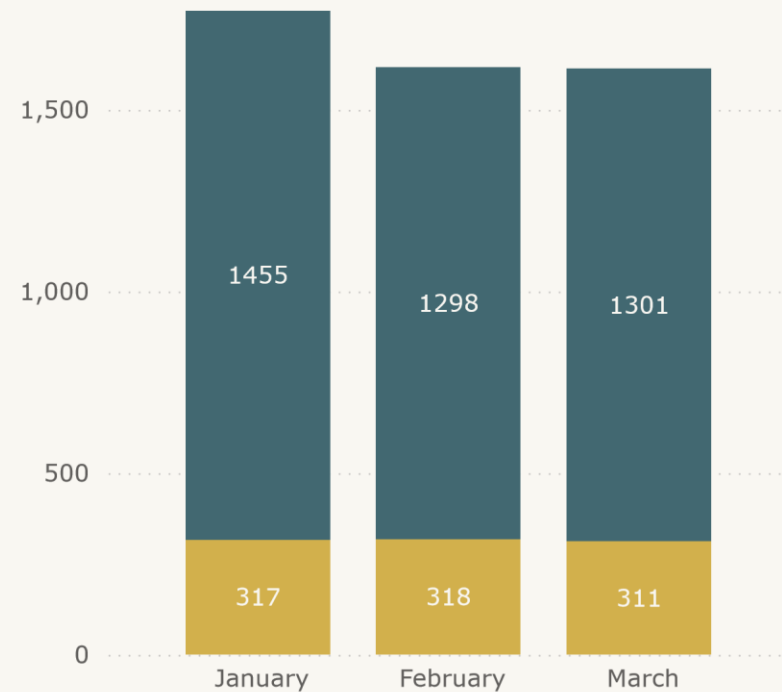


## Average speed of Answer (In Sec)

67.52

## Number of Calls per month

Answered ● N ● Y



## Agent Statistics



Agent	Resolved (Y)	Answered	Avg of Satisfaction rating	AVG SOA (in sec)
Becky	462	517	3.37	3377
Dan	471	523	3.45	3518
Diane	452	501	3.41	3320
Greg	455	502	3.40	3435
Jim	485	536	3.39	3556
Joe	436	484	3.33	3435
Martha	461	514	3.47	3571
Stewart	424	477	3.40	3157
Total	3646	4054	3.40	27372