



# Call Center Analysis

Topic

☐

Admin Support

☐

Contract related

☐

Payment related

☐

Streaming

☐

Technical Support

Agent

☐

Becky

☐

Dan

☐

Diane

☐

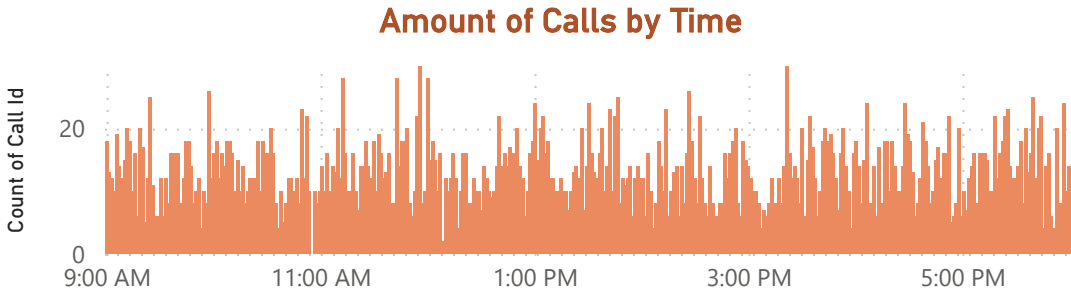
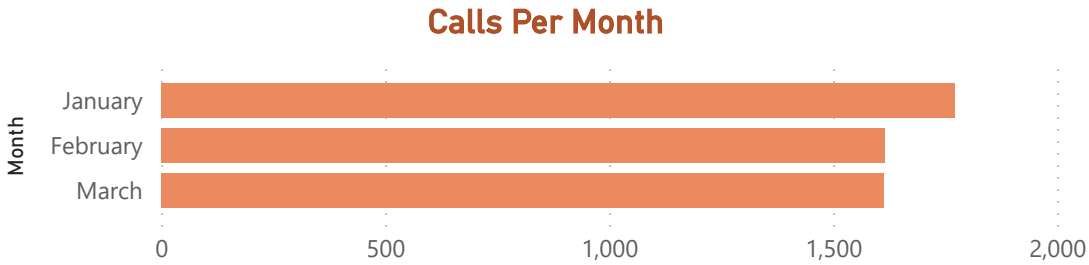
Greg

☐

Jim

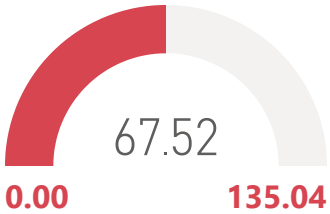
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Joe



Agent	Average of Satisfaction rating	Average of Speed of answer in seconds
Joe	3.33	70.99
Martha	3.47	69.49
Greg	3.40	68.44
Dan	3.45	67.28
Jim	3.39	66.34
Diane	3.41	66.27
Stewart	3.40	66.18
Becky	3.37	65.33
Total	3.40	67.52

Average of Speed of answer in seconds



Average Satisfaction

