

slicers

Agent

All

Topic

Payment related

Date

1/1/2021



3/31/2021

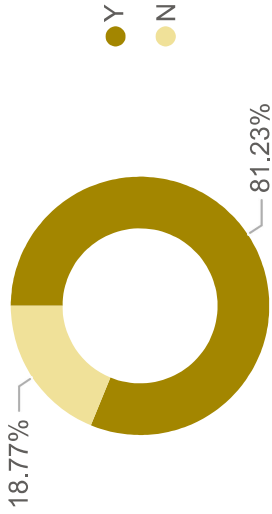


Avg. Speed of Answers

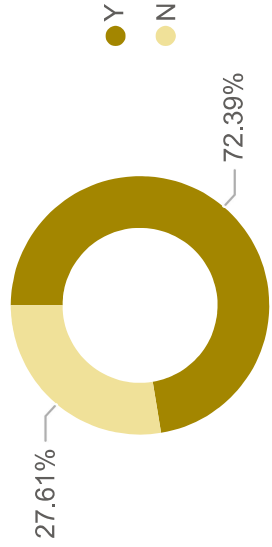
68.20

Call Center Trends

Answered

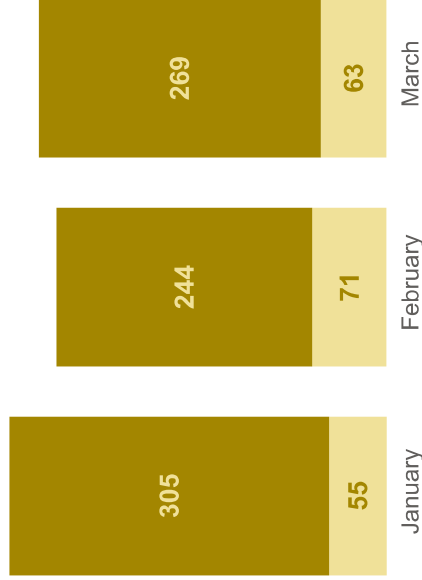


Resolved



No. of Calls per Month

Answered Y N



Agent Statistics

Agent	Answered	Resolved	Satisfied
Becky	112	99	
Dan	106	93	
Diane	97	85	
Greg	106	99	
Jim	94	81	
Joe	100	91	
Martha	108	99	
Stewart	95	82	