

PhoneNow Call Centre Trends

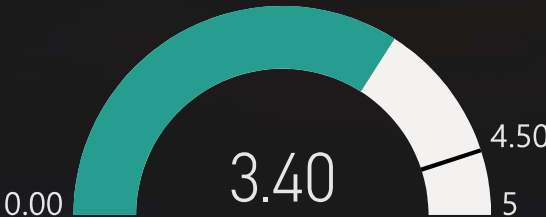
Agent Name

All

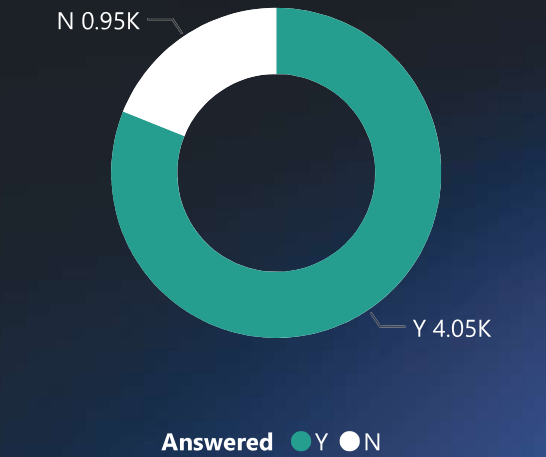
Resolved

All

Average of Satisfaction rating



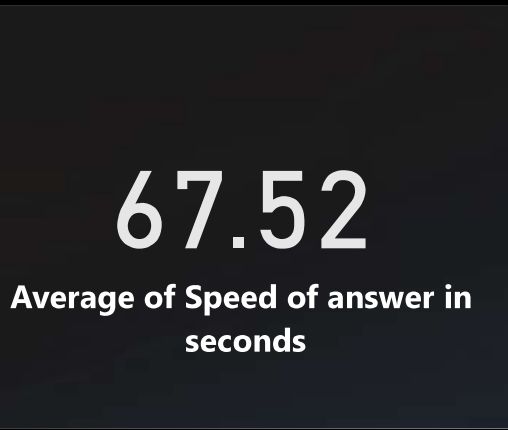
Count of Answered



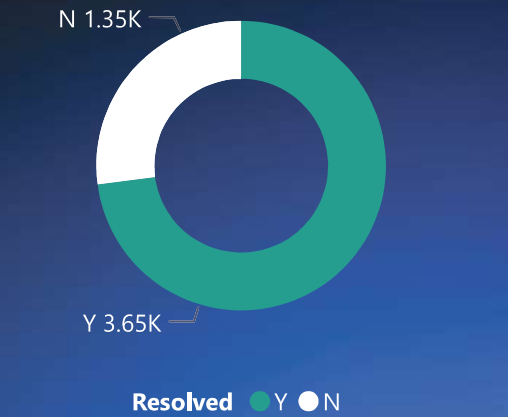
Topics

Admin Support

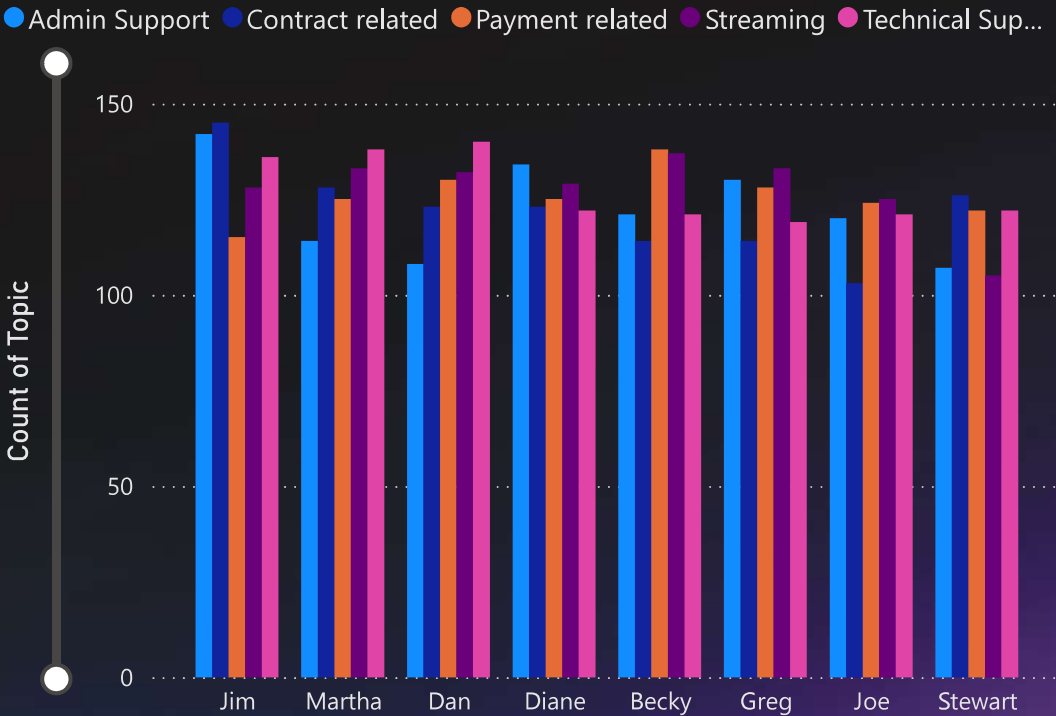
Contract related



Count of Resolved Issues



Count of Topic by Agent and Topic



Agent	Count of Answered (Y/N)	Average of Satisfaction rating	Count of Resolved
Stewart	582	3.40	582
Martha	638	3.47	638
Joe	593	3.33	593
Jim	666	3.39	666
Greg	624	3.40	624
Diane	633	3.41	633
Dan	633	3.45	633
Becky	631	3.37	631

Month

January

February

March

April

May

June

July

August

September

October

November

December