

Call Center

Agent

All

Resolved

All

Date

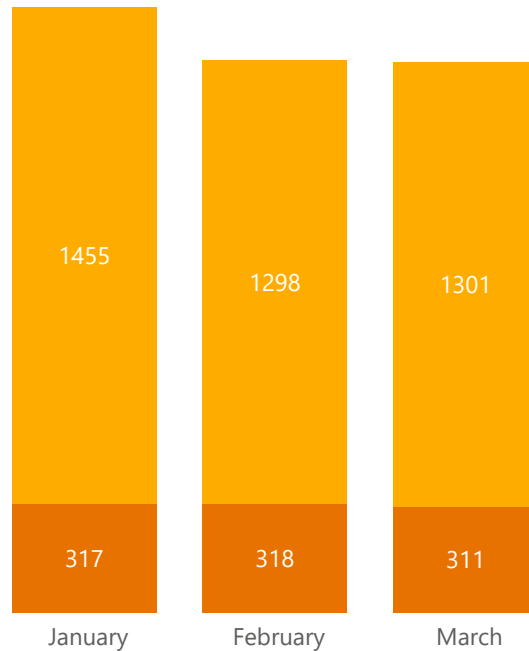
All

Average of Speed of answer in seconds

67.52

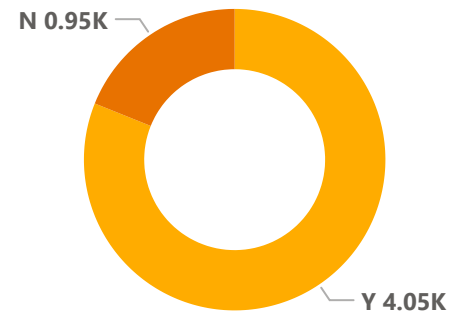
Number Of Calls Per Month

Answered ● N ● Y

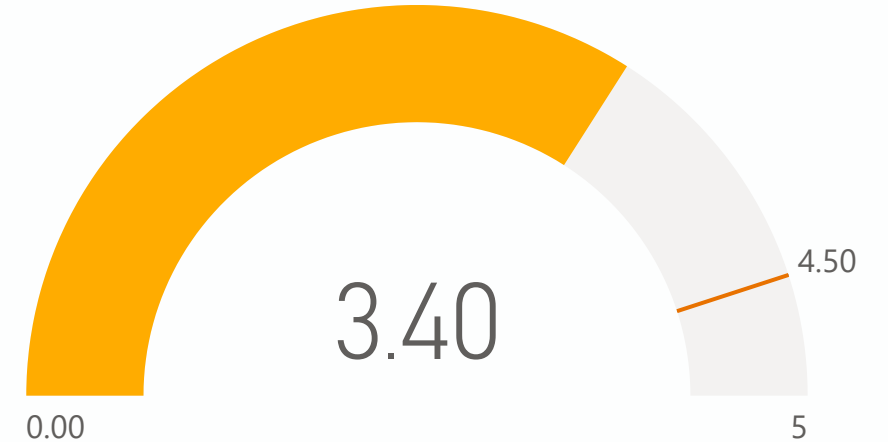


Answered

Answered (...) ● Y ● N

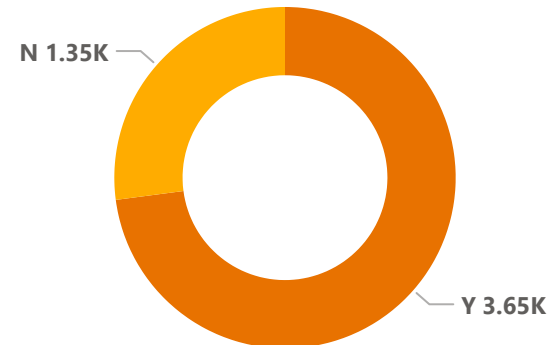


Average Satisfaction Rating



Resolved

Resolved ● Y ● N



Agent Statistics

Agent	Resolved(Y)	Answer	Ave Satisfaction rating	Ave SOA(In Sec)
Martha	461	514	3.47	69.49
Dan	471	523	3.45	67.28
Diane	452	501	3.41	66.27
Greg	455	502	3.40	68.44
Stewart	424	477	3.40	66.18
Jim	485	536	3.39	66.34
Becky	462	517	3.37	65.33
Joe	436	484	3.33	70.99
Total	3646	4054	3.40	67.52