



Call Center

Agent

All



Date

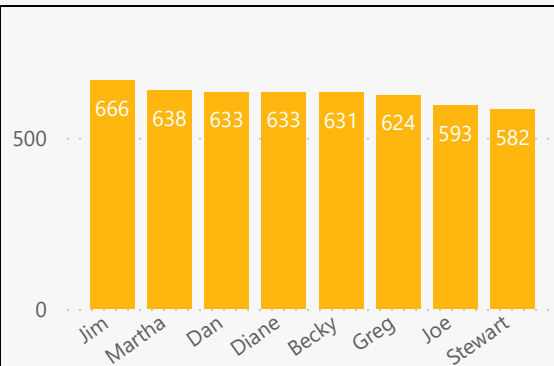
01-01-2021



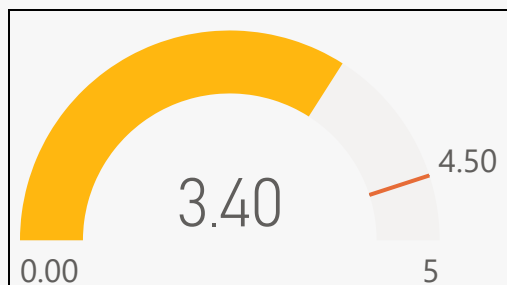
31-03-2021



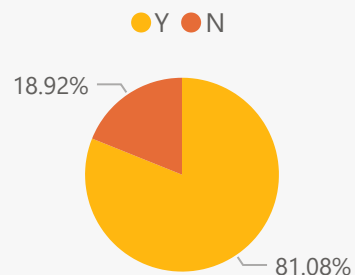
Callers & Agents



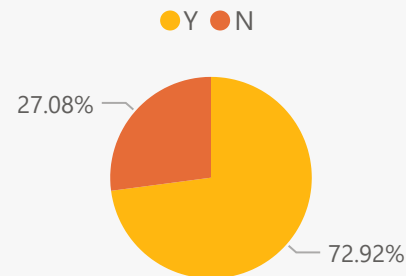
Average Satisfaction



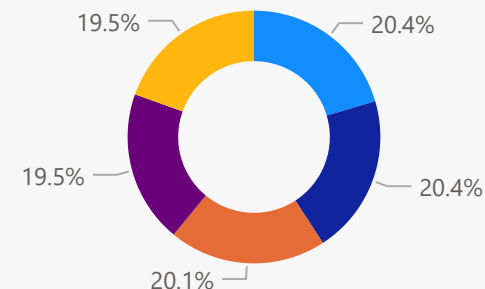
Answered Calls



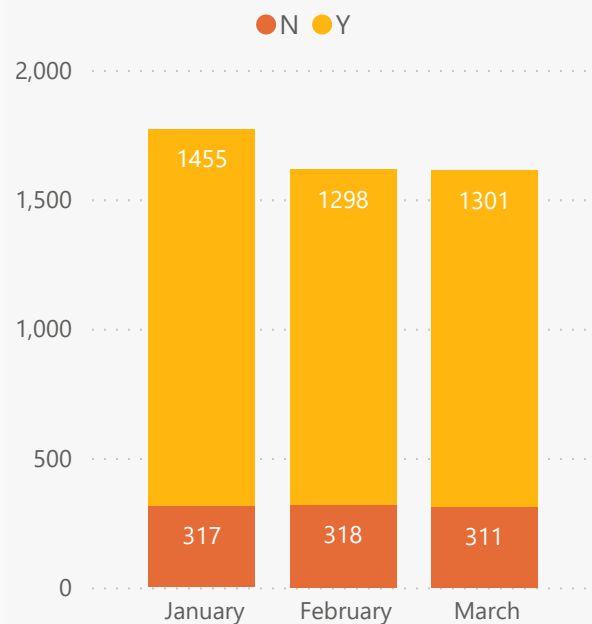
Resolved



Topics Addressed



Number of calls per month



Total number of Callers

5000

Average Speed of answer

67.52

Agent	No of answered	No of resolved	Avg Speed of answer (s)	Avg of Satisfaction Rating
Becky	517	462	65.33	3.37
Stewart	477	424	66.18	3.40
Diane	501	452	66.27	3.41
Jim	536	485	66.34	3.39
Dan	523	471	67.28	3.45
Greg	502	455	68.44	3.40
Martha	514	461	69.49	3.47
Joe	484	436	70.99	3.33