

■ Agent Number: 16155540726

■ Agent Performance

Metric	Value
Total Calls Handled	4
Average Call Duration	142.57 seconds
CSAT (Customer Satisfaction Score)	125.0%

■ Sentiment Analysis

Sentiment	Count
Positive	5
Neutral	3
Negative	0

■ Conversation Analysis

Metric	Value
Conversation Flow Score	320.0
Question-to-Statement Ratio	3.11
Resolution Path Efficiency	360.0

■ Agent Number: 16179496955

■ Agent Performance

Metric	Value
Total Calls Handled	4
Average Call Duration	336.83 seconds
CSAT (Customer Satisfaction Score)	175.0%

■ Sentiment Analysis

Sentiment	Count
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Positive	7
Neutral	1
Negative	0

■ *Conversation Analysis*

Metric	Value
Conversation Flow Score	335.0
Question-to-Statement Ratio	3.75
Resolution Path Efficiency	360.0

■ **Agent Number: 447380157547**

■ *Agent Performance*

Metric	Value
Total Calls Handled	4
Average Call Duration	83.11 seconds
CSAT (Customer Satisfaction Score)	200.0%

■ *Sentiment Analysis*

Sentiment	Count
Positive	8
Neutral	0
Negative	0

■ *Conversation Analysis*

Metric	Value
Conversation Flow Score	425.0
Question-to-Statement Ratio	2.7800000000000002
Resolution Path Efficiency	455.0

■ Agent Number: 5754002498677

■ Agent Performance

Metric	Value
Total Calls Handled	4
Average Call Duration	39.06 seconds
CSAT (Customer Satisfaction Score)	0.0%

■ Sentiment Analysis

Sentiment	Count
Positive	0
Neutral	6
Negative	2

■ Conversation Analysis

Metric	Value
Conversation Flow Score	190.0
Question-to-Statement Ratio	1.75
Resolution Path Efficiency	160.0

■ Agent Number: 5754002498697

■ Agent Performance

Metric	Value
Total Calls Handled	4
Average Call Duration	20.48 seconds
CSAT (Customer Satisfaction Score)	0.0%

■ Sentiment Analysis

Sentiment	Count
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Positive	0
Neutral	8
Negative	0

■ *Conversation Analysis*

Metric	Value
Conversation Flow Score	230.0
Question-to-Statement Ratio	2.5
Resolution Path Efficiency	270.0

■ Agent Number: 5754002498724

■ *Agent Performance*

Metric	Value
Total Calls Handled	9
Average Call Duration	26.23 seconds
CSAT (Customer Satisfaction Score)	0.0%

■ *Sentiment Analysis*

Sentiment	Count
Positive	0
Neutral	18
Negative	0

■ *Conversation Analysis*

Metric	Value
Conversation Flow Score	670.0
Question-to-Statement Ratio	6.41
Resolution Path Efficiency	705.0

■ Agent Number: 5754002498726

■ Agent Performance

Metric	Value
Total Calls Handled	6
Average Call Duration	6.72 seconds
CSAT (Customer Satisfaction Score)	0.0%

■ Sentiment Analysis

Sentiment	Count
Positive	0
Neutral	4
Negative	8

■ Conversation Analysis

Metric	Value
Conversation Flow Score	270.0
Question-to-Statement Ratio	6.75
Resolution Path Efficiency	270.0

■ Agent Number: 5754002498768

■ Agent Performance

Metric	Value
Total Calls Handled	2
Average Call Duration	27.23 seconds
CSAT (Customer Satisfaction Score)	150.0%

■ Sentiment Analysis

Sentiment	Count
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Positive	3
Neutral	1
Negative	0

■ **Conversation Analysis**

Metric	Value
Conversation Flow Score	155.0
Question-to-Statement Ratio	0.5800000000000001
Resolution Path Efficiency	170.0