

■ Agent Number: 5754002498726

■ Agent Performance

Metric	Value
Total Calls Handled	2
Average Call Duration	15.2 seconds
CSAT (Customer Satisfaction Score)	0.0%

■ Sentiment Analysis

Sentiment	Count
Positive	0
Neutral	0
Negative	4

■ Conversation Analysis

Metric	Value
Conversation Flow Score	90.0
Question-to-Statement Ratio	0.99
Resolution Path Efficiency	80.0

■ Agent Number: 9154246028

■ Agent Performance

Metric	Value
Total Calls Handled	3
Average Call Duration	33.64 seconds
CSAT (Customer Satisfaction Score)	66.67%

■ Sentiment Analysis

Sentiment	Count
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Positive	2
Neutral	4
Negative	0

■ *Conversation Analysis*

Metric	Value
Conversation Flow Score	215.0
Question-to-Statement Ratio	2.1
Resolution Path Efficiency	250.0

■ **Agent Number: 9154974988**

■ *Agent Performance*

Metric	Value
Total Calls Handled	8
Average Call Duration	47.21 seconds
CSAT (Customer Satisfaction Score)	0.0%

■ *Sentiment Analysis*

Sentiment	Count
Positive	0
Neutral	13
Negative	2

■ *Conversation Analysis*

Metric	Value
Conversation Flow Score	460.0
Question-to-Statement Ratio	4.58
Resolution Path Efficiency	510.0

■ Agent Number: 9805826777

■ Agent Performance

Metric	Value
Total Calls Handled	2
Average Call Duration	77.35 seconds
CSAT (Customer Satisfaction Score)	200.0%

■ Sentiment Analysis

Sentiment	Count
Positive	4
Neutral	0
Negative	0

■ Conversation Analysis

Metric	Value
Conversation Flow Score	205.0
Question-to-Statement Ratio	1.25
Resolution Path Efficiency	240.0