



# Call Center

Agent

All

Topic

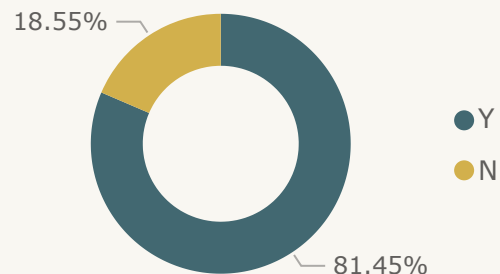
Admin Support

01-01-2021

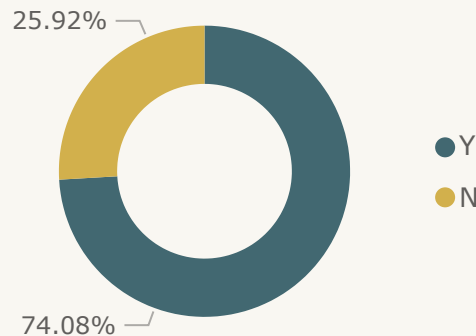
31-03-2021



## Answered



## Resolved



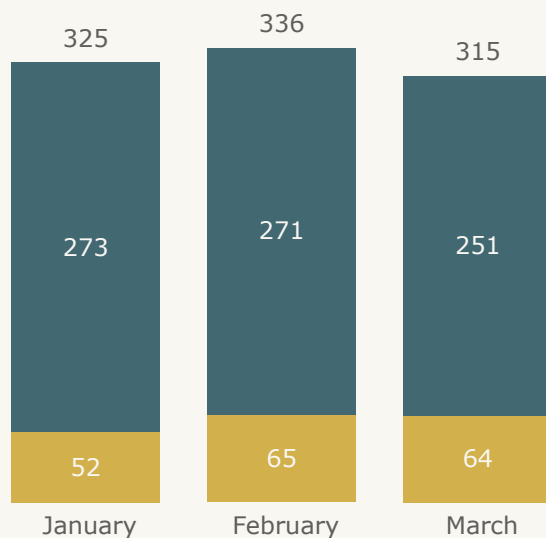
## Average Speed of Answer(Sec)

67.25



## Number Of Calls Per Month

Answered ● N ● Y



## Agent Statistics

Agent	Answered	Resolved (Y)	Avg Satisfaction Rating	Avg SOA (in sec)
Dan	87	80	3.51	5786
Joe	93	87	3.49	6422
Martha	92	83	3.47	6515
Becky	100	90	3.44	6298
Stewart	94	80	3.43	6504
Jim	116	106	3.42	8034
Greg	105	94	3.35	7268
Diane	108	103	3.33	6638
Total	795	723	3.43	53465



## Average satisfaction rate

