

## FINANCIAL AGENT PERFORMANCE INSIGHTS

Total Calls Answered

4054

Average Satisfaction  
Rate

3.40

Average Agent Time  
Duration in seconds

30.21

Becky

Dan

Diane

Greg

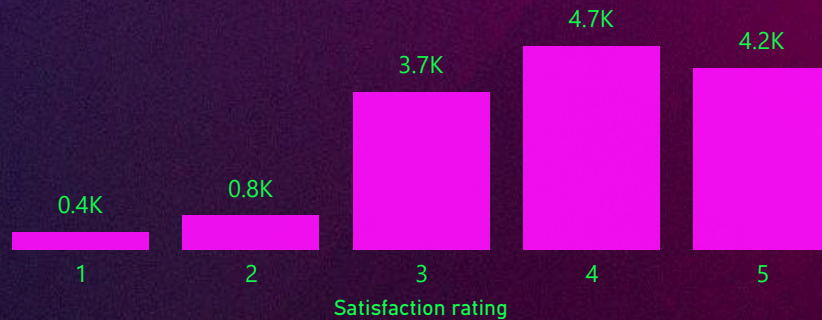
Jim

Joe

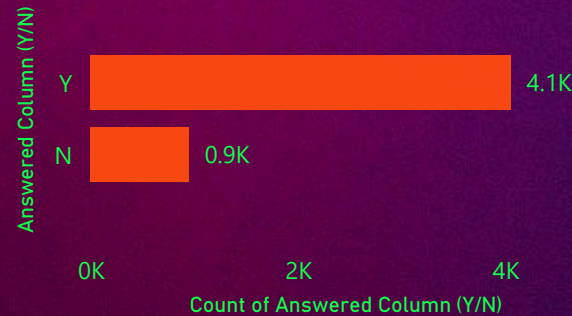
Martha

Stewart

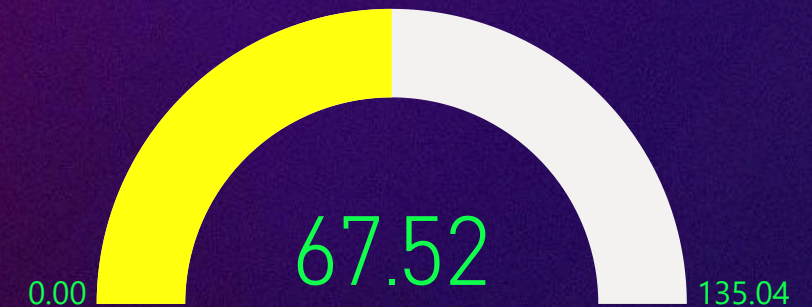
Satisfaction rating by customers



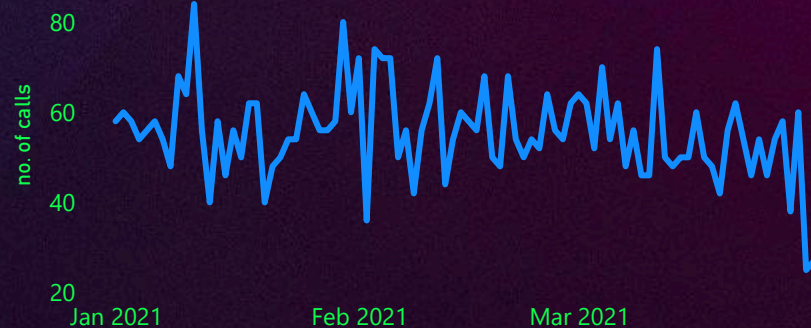
Count of Answered(yes/no)



Average of Speed of answer in seconds



Calls By Time



Agent's Performance Quadrant

