

FINANCIAL AGENT PERFORMANCE INSIGHTS

Becky	Dan	Diane
Greg	Jim	Joe
Martha	Stewart	

Total Calls Answered

4054

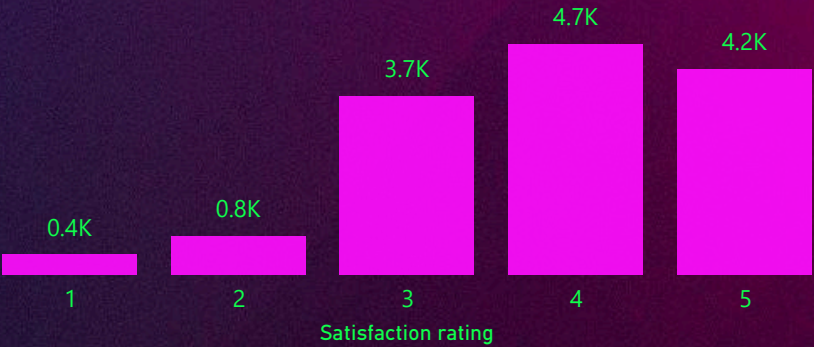
Average Satisfaction Rate

3.40

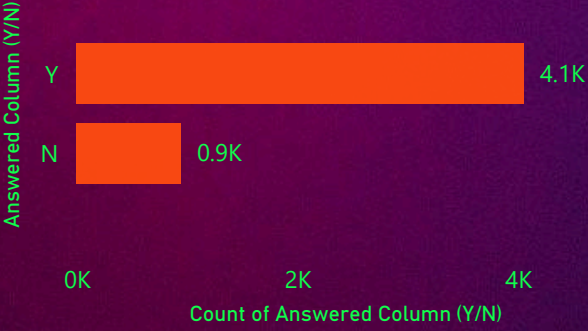
Average Agent Time Duration in seconds

30.21

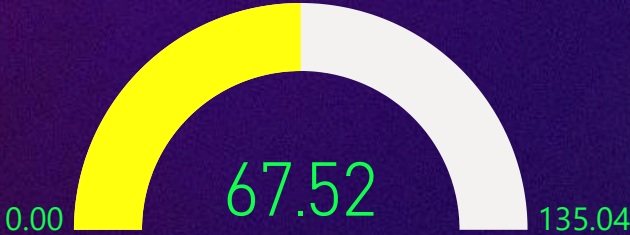
Satisfaction rating by customers



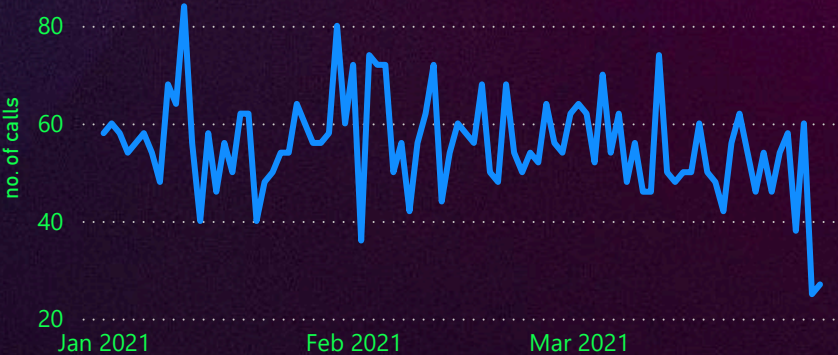
Count of Answered(yes/no)



Average of Speed of answer in seconds



Calls By Time



Agent's Performance Quadrant

