



Date

01-01-2021

31-03-2021

Total_Agent

8



Total_Calls

5K



Answered_Calls

4K



Resolved_Calls

4K



Avg_Rating

3.40



Topic

Admin Support

Contract related

Payment related

Streaming

Technical Support

Agent

Becky

Dan

Diane

Greg

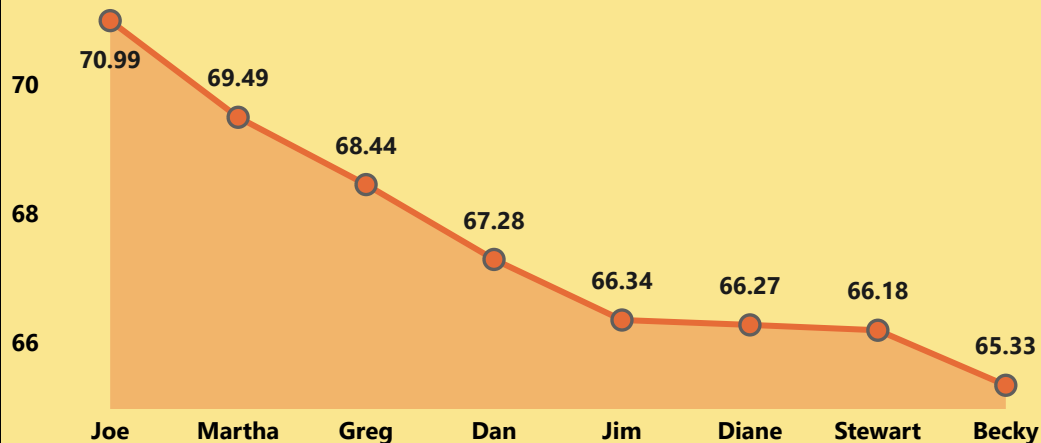
Jim

Joe

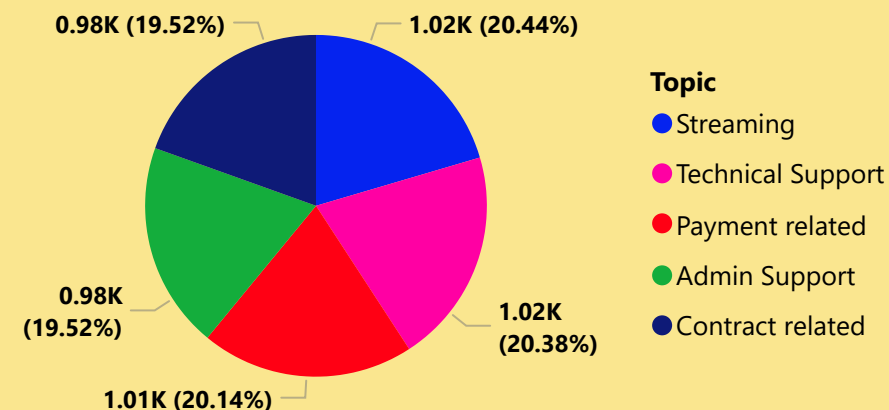
Martha

Stewart

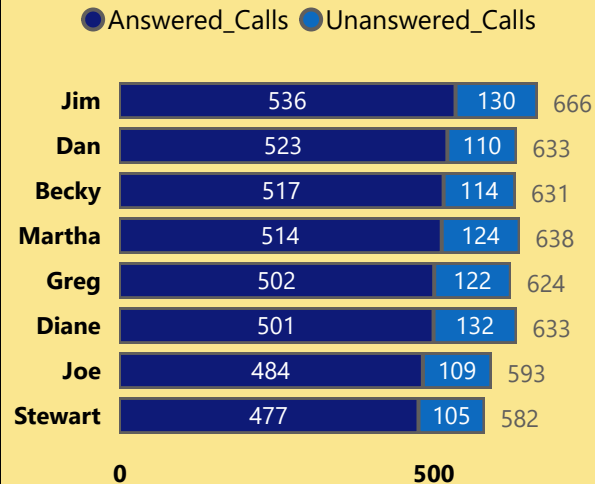
Average Answering Speed in Seconds by Agent



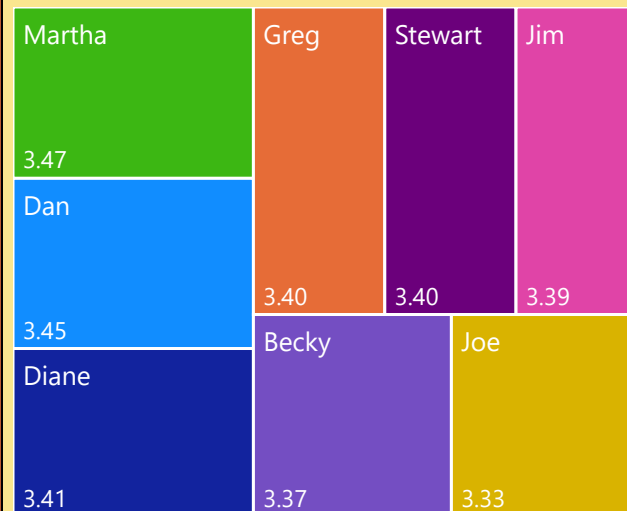
Resolved Calls by Topic



Total_Calls by Agent



Avg_Rating by Agent



Agent	Total_Calls	Resolved_Calls	Unresolved_Calls
Jim	666	485	181
Dan	633	471	162
Becky	631	462	169
Martha	638	461	177
Greg	624	455	169
Diane	633	452	181
Joe	593	436	157
Stewart	582	424	158
Total	5000	3646	1354