

Call Center Analytics

Agent

- Select all
- Becky
- Dan
- Diane
- Greg
- Jim
- Joe
- Martha

5000 67.52 3.40

Total Count Avg Speed of Answer Avg Rating

Calls Answer and Resolution

Agent	Answered (Y/N)	Resolved	%GT Total Count
Becky	Y	N	1.36%
Becky	Y	Y	11.40%
Dan	Y	N	1.28%
Dan	Y	Y	11.62%
Total			100.00%

Month

All

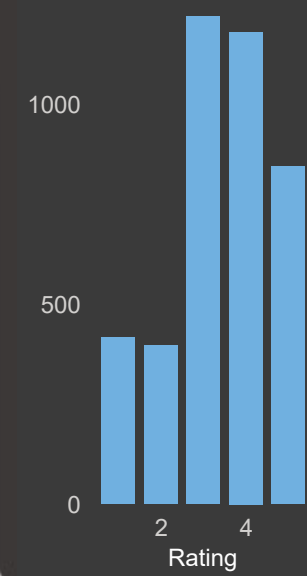
Calls Answered



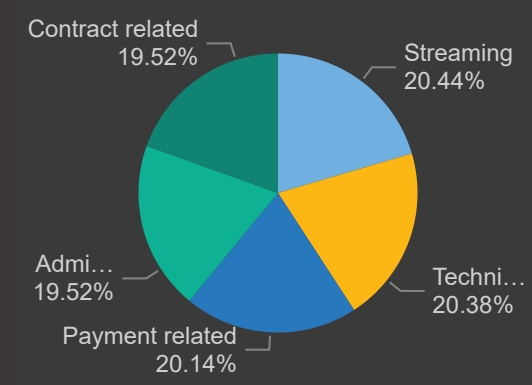
Calls Resolved



Customer Satisfaction rating



Calls by Topic



Agent's performance quadrant



Calls by Month

