



# Call Center

Agent

All



Resolved

All



Date

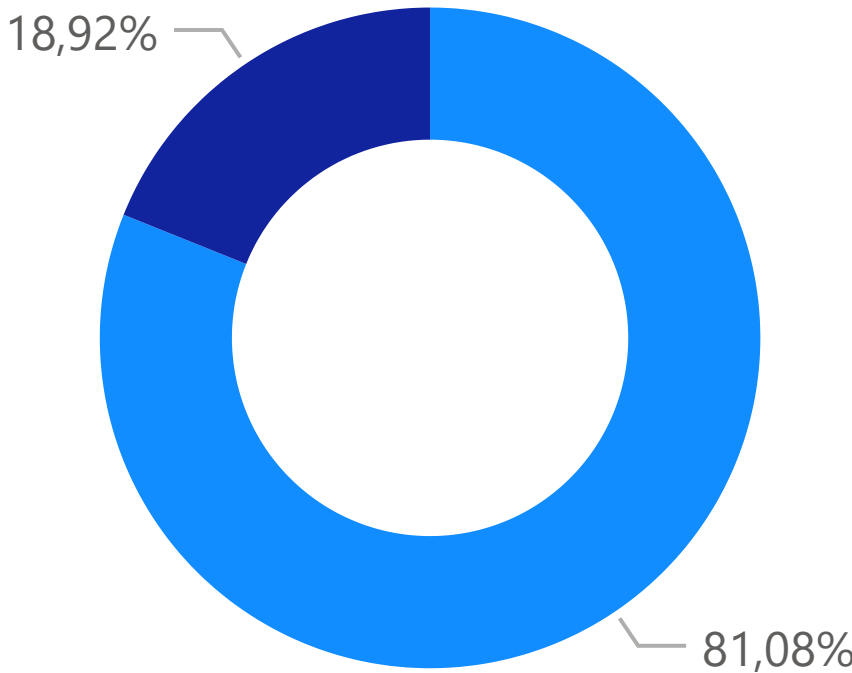
All



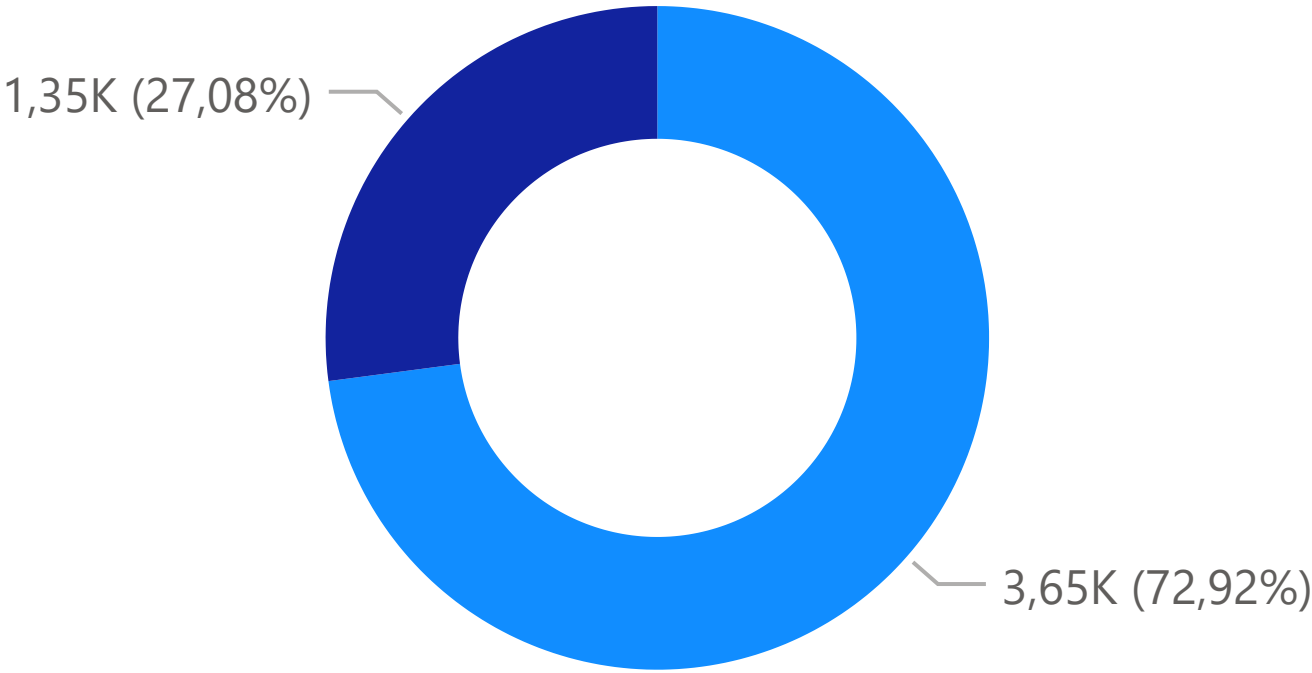
Average Speed of Answer in Second

67,52

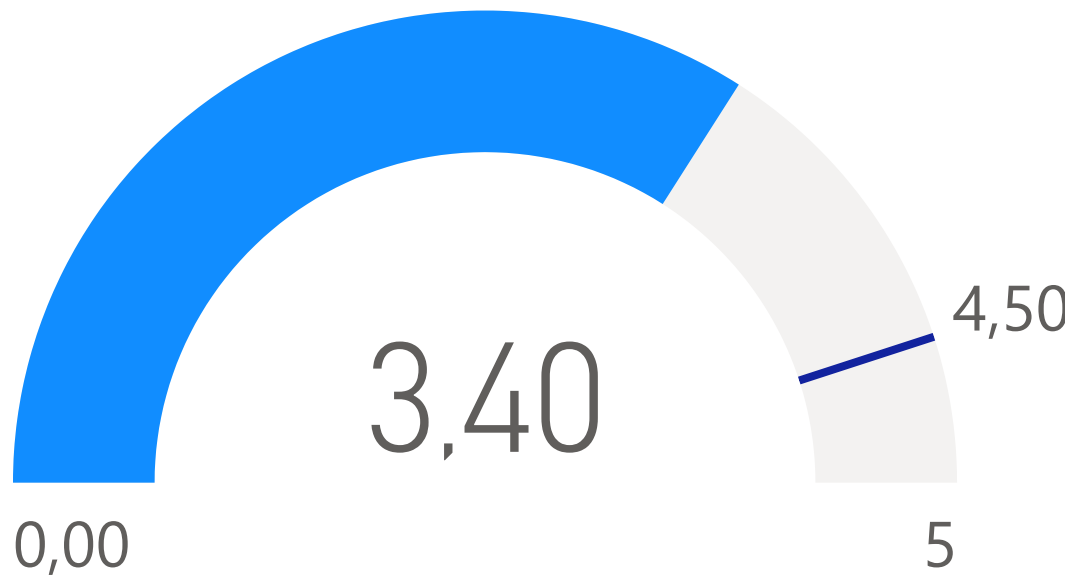
Answered



Resolved

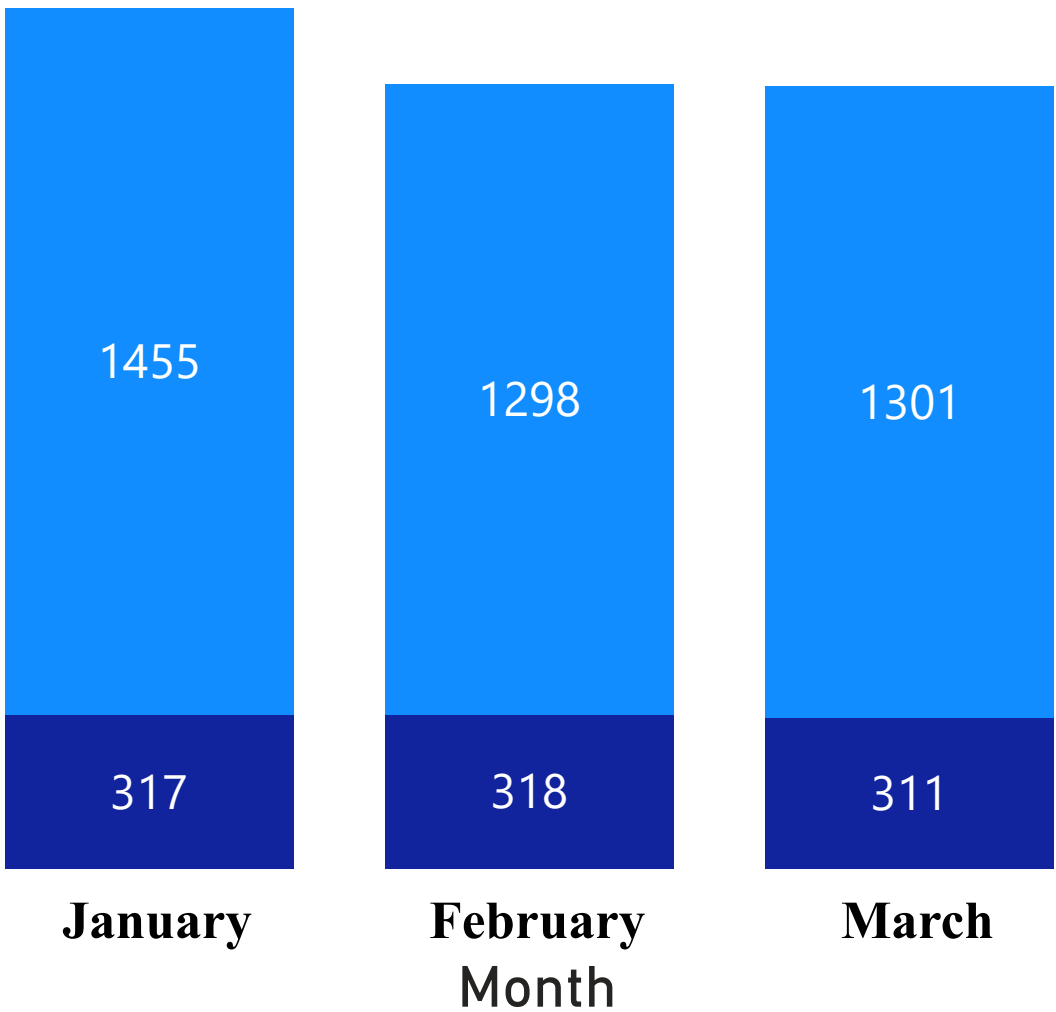


Average Satisfaction Rating



Number of Calls Per Month

Answered ● N ● Y



Agent Statistics

Agent	Resolved (Y)	Answer	Avg. Satisfaction Rating	Avg. Speed(in Sec.)
Becky	462	517	3,37	65,33
Dan	471	523	3,45	67,28
Diane	452	501	3,41	66,27
Greg	455	502	3,40	68,44
Jim	485	536	3,39	66,34
Joe	436	484	3,33	70,99
Martha	461	514	3,47	69,49
Stewart	424	477	3,40	66,18
Total	3646	4054	3,40	67,52