



CALL CENTER PERFORMANCE JANUARY - MARCH 2021

67.52

Average Speed of Answer (s)

1/1/2021



3/31/2021



All

Agent



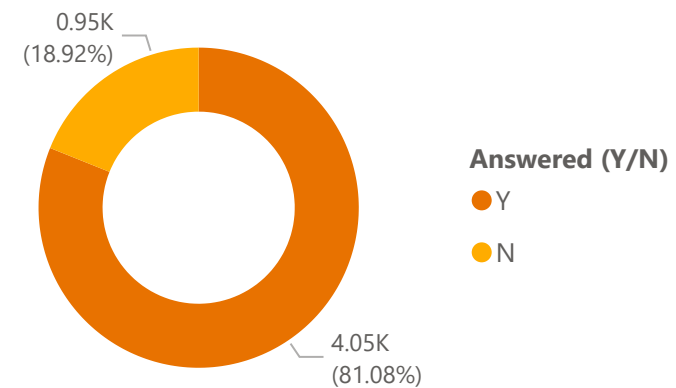
Topic



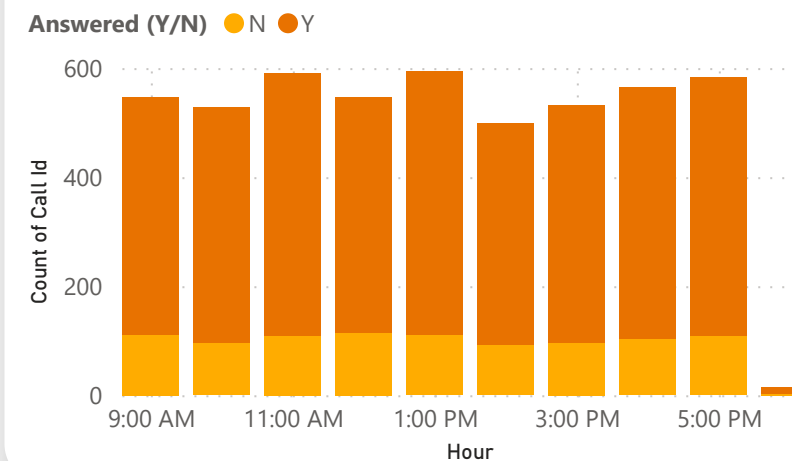
224.92

Average Call Duration (s)

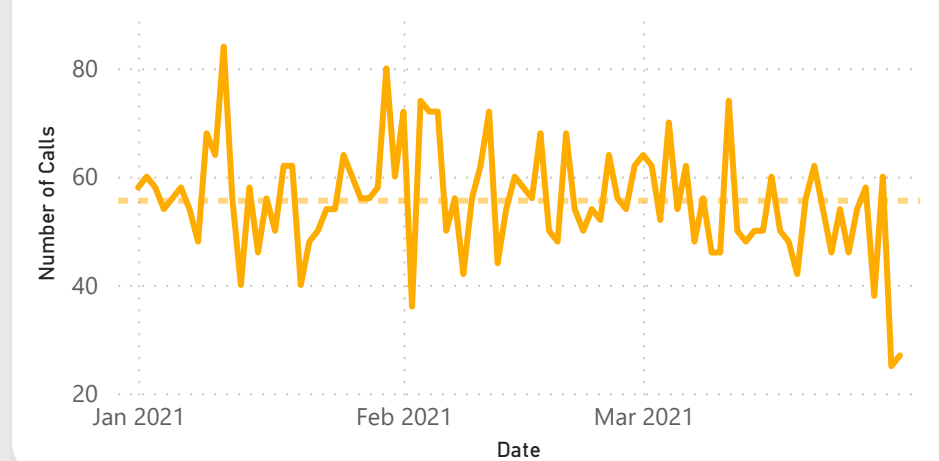
Answered vs Not Answered Calls



Calls Received by Time



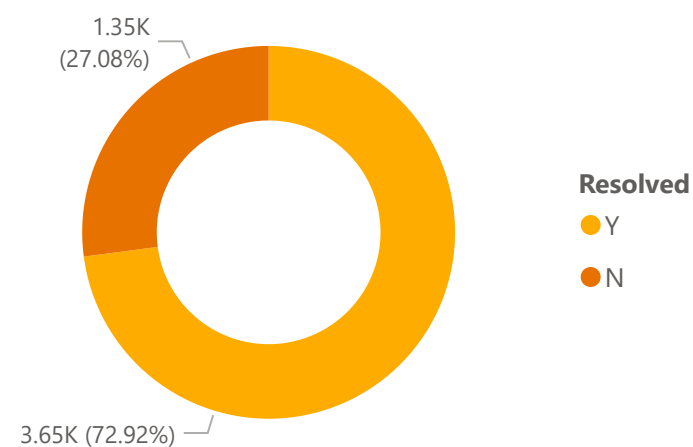
Calls Received by Date



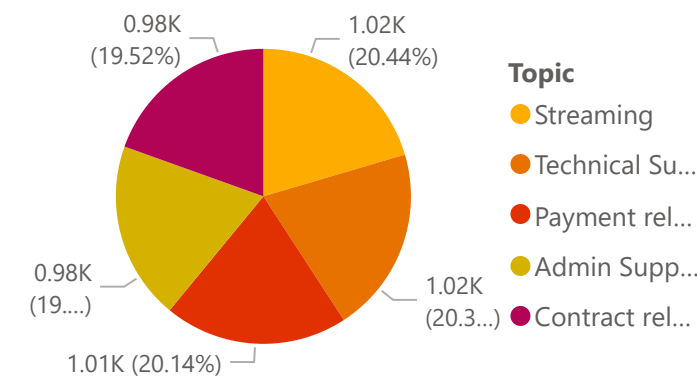
5000

Calls Received

Resolved vs Not Resolved Calls



Topic Distribution



Agent	Answered	Resolved	Avg. Rating	Avg. Speed (s)
Joe	484	436	3.33	70.99
Becky	517	462	3.37	65.33
Jim	536	485	3.39	66.34
Stewart	477	424	3.40	66.18
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Dan	523	471	3.45	67.28
Martha	514	461	3.47	69.49
Total	4054	3646	3.40	67.52

Average Satisfaction Rating

