



CALL CENTER

Agent

All

Resolved

No

Yes

Days

All

Total Nos Of Calls

5000



Calls Answered

4054

Calls Abandoned

946

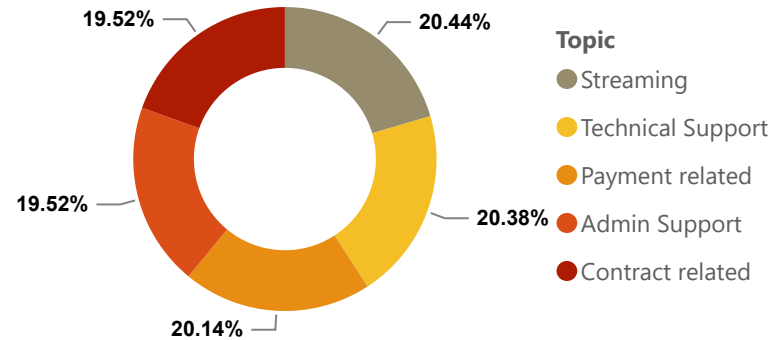
Avg Speed of answers(sec)

54.75 ▲

Overall Cust. Satisfaction

64.8% ▲

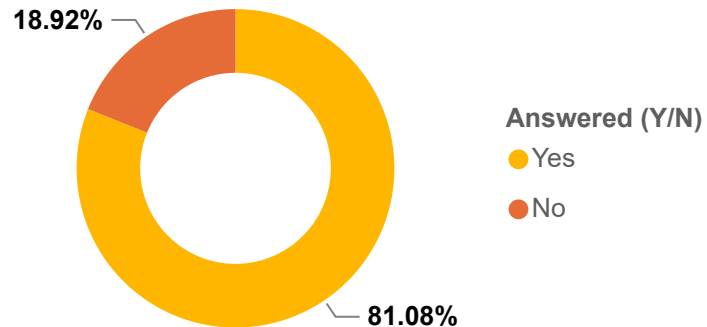
Calls by Topic



Agent Performance Quadrant

Agent	Nos of calls	Calls answered	Calls abandoned	Resolved calls	Unresolved Calls	Customer Satisfaction
Diane	633	501	132	452	181	63.3% ▲
Jim	666	536	130	485	181	63.8% ▲
Martha	638	514	124	461	177	65.8% ▲
Becky	631	517	114	462	169	65.1% ▲
Greg	624	502	122	455	169	64.4% ▲
Dan	633	523	110	471	162	67.5% ▲
Stewart	582	477	105	424	158	64.6% ▲
Joe	593	484	109	436	157	63.9% ▲

Resolved



Speed of Answer(in sec)by Agent

