

« « Data »»

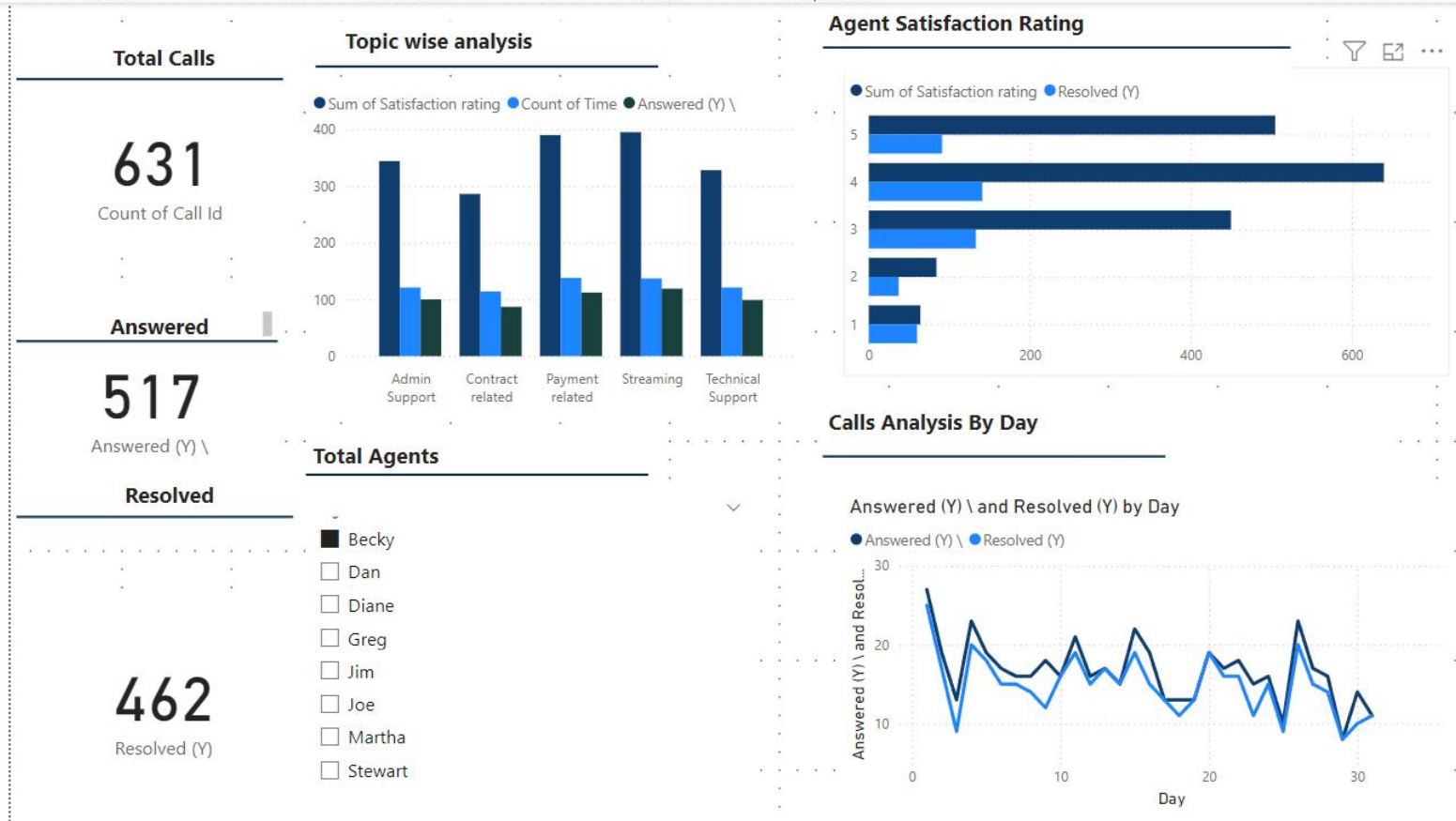
Average Speed of Answer (Sec)

Category	Value
Dark Blue Segment	3.65K
Light Blue Segment	1.35K

Average of Speed of answer in se...

Category	Very satisfied	Satisfied
1	82.11%	17.89%
2	80.32%	19.68%
3	80.71%	19.29%

Agent	Answered	Resolved (Y)	Avg Satisfaction Rating	Avg :
Jim	536	485		3.39
Dan	523	471		3.45
Becky	517	462		3.37
Martha	514	461		3.47
Greg	502	455		3.40
Diane	501	452		3.41
Joe	484	436		3.33
Stewart	477	424		3.40
Total	4054	3646		3.40



Clipboard		Font		Alignment		Number					
M7											
	A	B	C	D	E	F	G	H	I	J	
	Call Id	Agent	Date	Time	Topic	Answered	Resolved	Speed of a	AvgTalkDu	Satisfaction rating	
	ID0001	Diane	2021-01-0	09:12:58	Contract r	Y	Y	109	00:02:23	3	
	ID0002	Becky	2021-01-0	09:12:58	Technical	Y	N	70	00:04:02	3	
	ID0003	Stewart	2021-01-0	09:47:31	Contract r	Y	Y	10	00:02:11	3	
	ID0004	Greg	2021-01-0	09:47:31	Contract r	Y	Y	53	00:00:37	2	
	ID0005	Becky	2021-01-0	10:00:29	Payment r	Y	Y	95	00:01:00	3	
	ID0006	Stewart	2021-01-0	10:00:29	Technical	N	N				
	ID0007	Diane	2021-01-0	10:22:05	Payment r	Y	Y	24	00:03:40	2	
	ID0008	Diane	2021-01-0	10:22:05	Payment r	Y	Y	22	00:00:38	4	
	ID0009	Greg	2021-01-0	11:13:55	Admin Sup	Y	Y	15	00:06:38	4	
	ID0010	Jim	2021-01-0	11:13:55	Streaming	Y	Y	78	00:01:04	3	
	ID0011	Joe	2021-01-0	11:15:22	Payment r	N	N				
	ID0012	Greg	2021-01-0	11:15:22	Payment r	Y	Y	50	00:00:32	4	
	ID0013	Joe	2021-01-0	11:52:48	Payment r	Y	Y	84	00:03:34	3	
	ID0014	Martha	2021-01-0	11:52:48	Contract r	Y	Y	89	00:05:44	3	
	ID0015	Becky	2021-01-0	11:55:41	Admin Sup	Y	Y	48	00:03:47	4	
	ID0016	Becky	2021-01-0	11:55:41	Admin Sup	Y	Y	63	00:05:26	2	
	ID0017	Greg	2021-01-0	11:57:07	Technical	Y	Y	45	00:05:32	5	
	ID0018	Becky	2021-01-0	11:57:07	Admin Sup	N	N				
	ID0019	Jim	2021-01-0	12:01:26	Streaming	N	N				
	ID0020	Jim	2021-01-0	12:01:26	Contract r	Y	Y	101	00:02:27	3	
	ID0021	Jim	2021-01-0	12:02:53	Technical	Y	Y	74	00:05:22	5	
	ID0022	Dan	2021-01-0	12:02:53	Admin Sup	Y	Y	89	00:05:50	5	
	ID0023	Martha	2021-01-0	12:02:53	Technical	N	N				
	ID0024	Joe	2021-01-0	12:02:53	Technical	Y	Y	68	00:05:25	2	
	ID0025	Diane	2021-01-0	12:30:14	Streaming	Y	Y	97	00:04:09	3	
	ID0026	Dan	2021-01-0	12:30:14	Payment r	N	N				
	ID0027	Joe	2021-01-0	12:40:19	Streaming	Y	Y	39	00:04:00	3	
	ID0028	Martha	2021-01-0	12:40:19	Contract r	Y	Y	51	00:02:34	4	