

GOWTHAMI J

Agent

All

Topic

Payment related

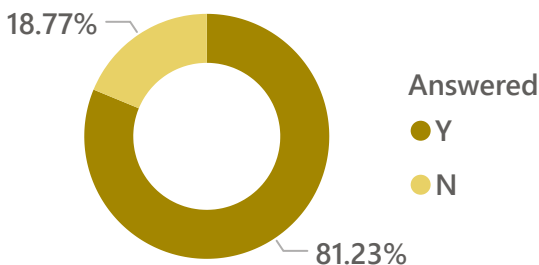
01-01-2021

31-03-2021

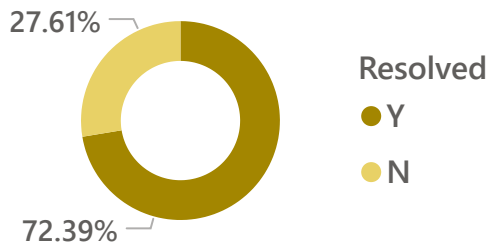
Avg speed of Answer

68.20

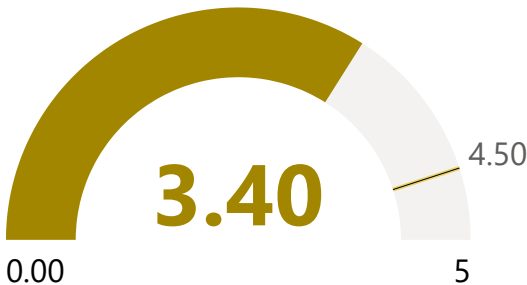
Answered



Resolved

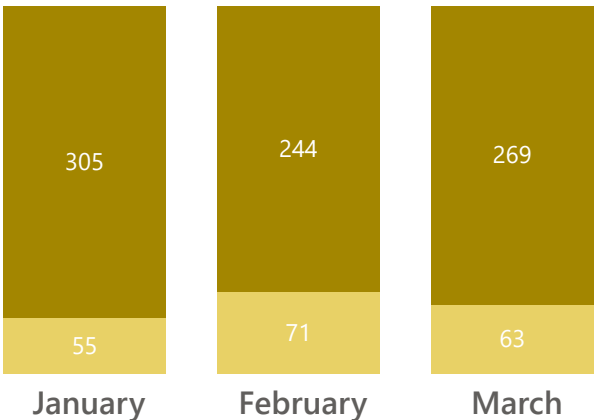


Average Satisfaction



No.. of calls per month

Answered ● N ● Y



Agent statistics

Agent	# of answered	# of resolved	Avg of satisfaction Rate	Avg of of speed of answer in sec
Jim	94	81	3.27	65.28
Stewart	95	82	3.45	66.55
Diane	97	85	3.51	70.98
Joe	100	91	3.26	66.02
Dan	106	93	3.42	70.20
Becky	112	99	3.48	68.71
Greg	106	99	3.31	72.10
Martha	108	99	3.46	65.44