









Agent	Count of Resolved	Count of Answered (Y/N)	Average of Satisfaction rating	Average of Speed of answer in seconds
Joe	593	593	3.33	70.99
Martha	638	638	3.47	69.49
Greg	624	624	3.40	68.44
Dan	633	633	3.45	67.28
Jim	666	666	3.39	66.34
Diane	633	633	3.41	66.27
Total	5000	5000	3.40	67.52

