



Call Center

Agent

All

Services

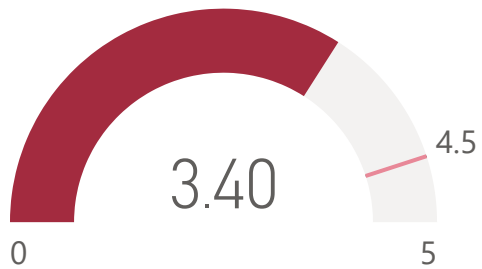
All

01-01-2021

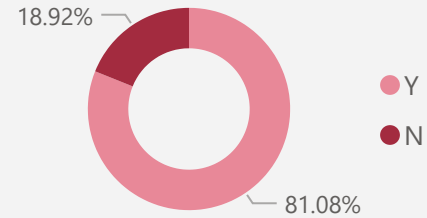
31-03-2021



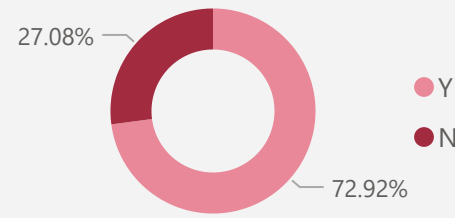
Average satisfaction



Answered



Resolved



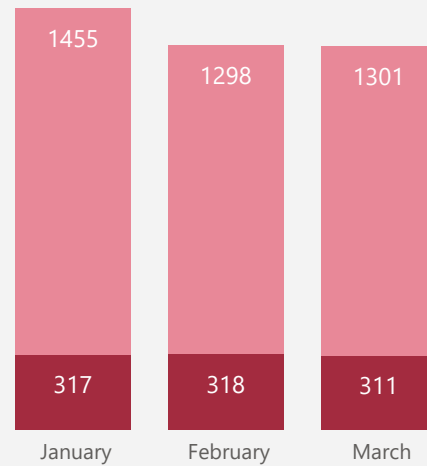
Average speed of answer (s)

67.52



Number of calls per month

Answered ● N ● Y



Agent statistics

| Agent | # of answered | # of resolved | Avg Satisfaction Rate | Avg speed of answer in sec |
|---------|---------------|---------------|-----------------------|----------------------------|
| Joe | 484 | 436 | 3.33 | 70.99 |
| Martha | 514 | 461 | 3.47 | 69.49 |
| Greg | 502 | 455 | 3.40 | 68.44 |
| Dan | 523 | 471 | 3.45 | 67.28 |
| Jim | 536 | 485 | 3.39 | 66.34 |
| Diane | 501 | 452 | 3.41 | 66.27 |
| Stewart | 477 | 424 | 3.40 | 66.18 |
| Becky | 517 | 462 | 3.37 | 65.33 |