

Agent

All

Topic

All

01-01-2021

31-03-2021

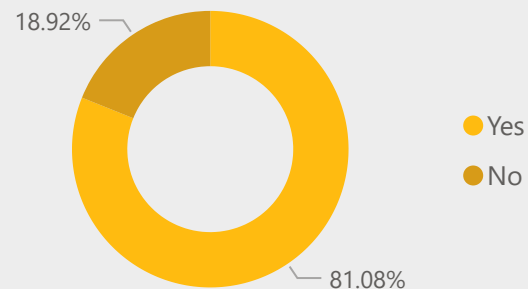


Average Satisfaction

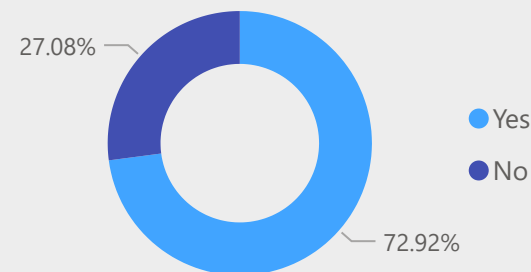
3.40



Answered (Yes/No)



Resolved (Yes/No)



Average Speed of Answer

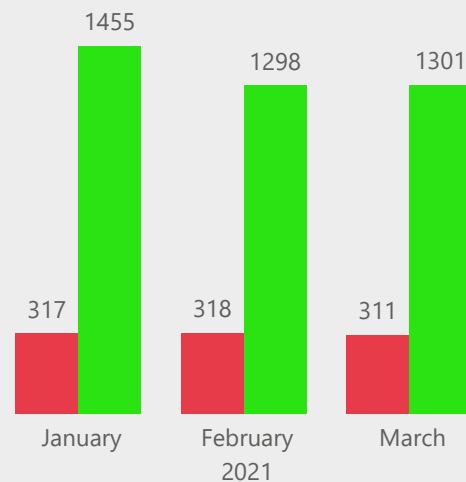
(sec)

67.52



Number of Calls per Month

Answered... No Yes



Agent Statistics

Agent	Answered Calls	Resolved Calls	Average of Satisfaction rating	Average of Speed of answer in seconds
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