



Total_Agents

8



Answered Calls

4054



Unanswered Calls

946



Avg_Rating

3



Resolved Calls

3646



Date

01-01-2021



31-03-2021



Agent

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

Topic

Admin Support

Contract related

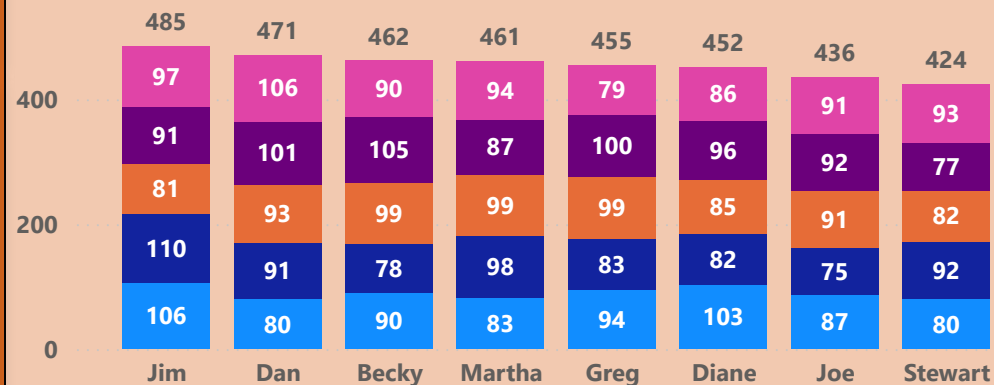
Payment related

Streaming

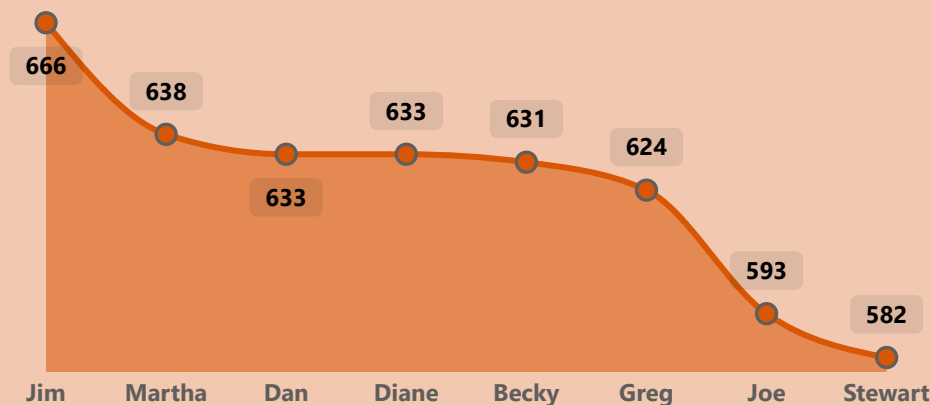
Technical Support

Total Resolved Calls by Agent for each Topic

Topic ● Admin Support ● Contract related ● Payment related ● Streaming ● Technical Sup...

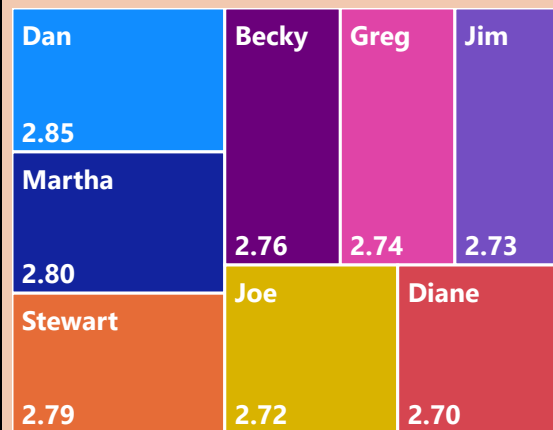


AvgTalkDuration by Agent



Agent	Answered Calls	Resolved Calls	Avg. Speed of answer
Joe	484	436	70.99
Martha	514	461	69.49
Greg	502	455	68.44
Dan	523	471	67.28
Jim	536	485	66.34
Diane	501	452	66.27
Stewart	477	424	66.18
Becky	517	462	65.33

Average Satisfaction Rating of Agent



Unanswered Calls by Topic

