

Call Center

Agent

All



Topic

All



Date

1/1/2021



3/31/2021



Average Speed of Ans (Sec)

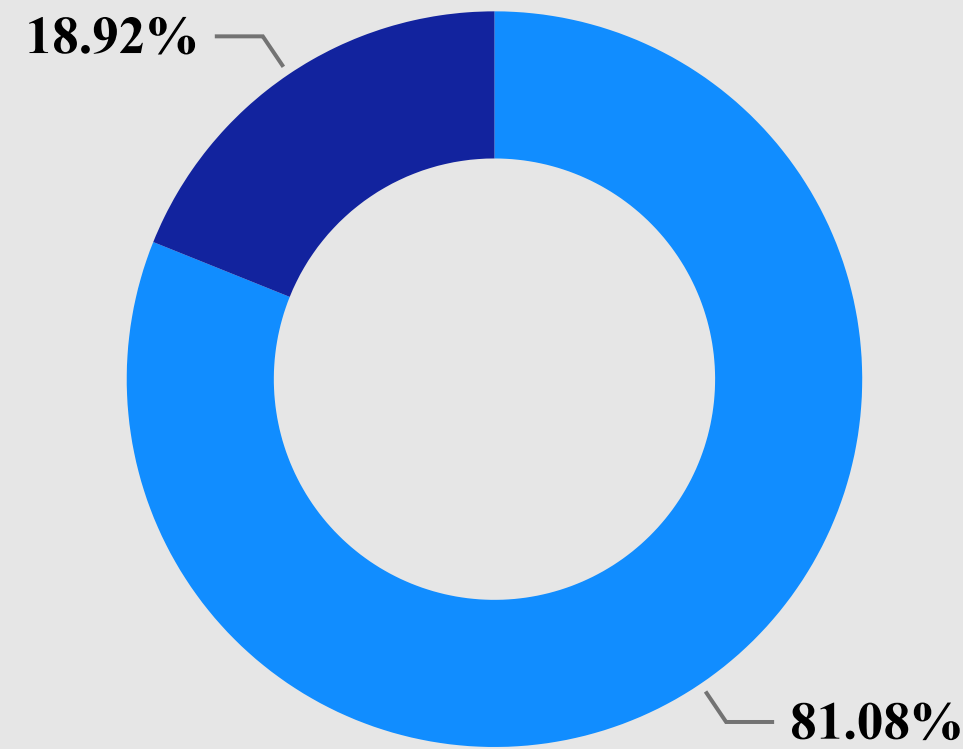
54.75

Average Satisfaction rating

2.76

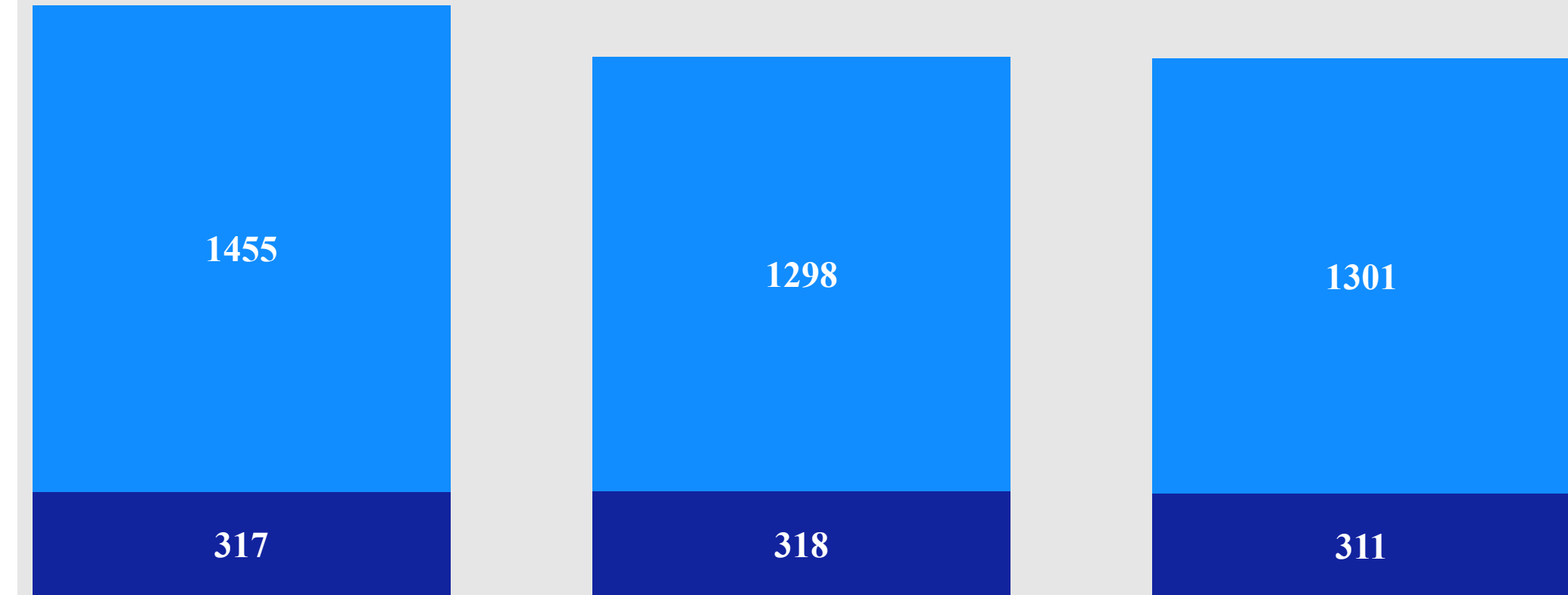
Answered

Y
N



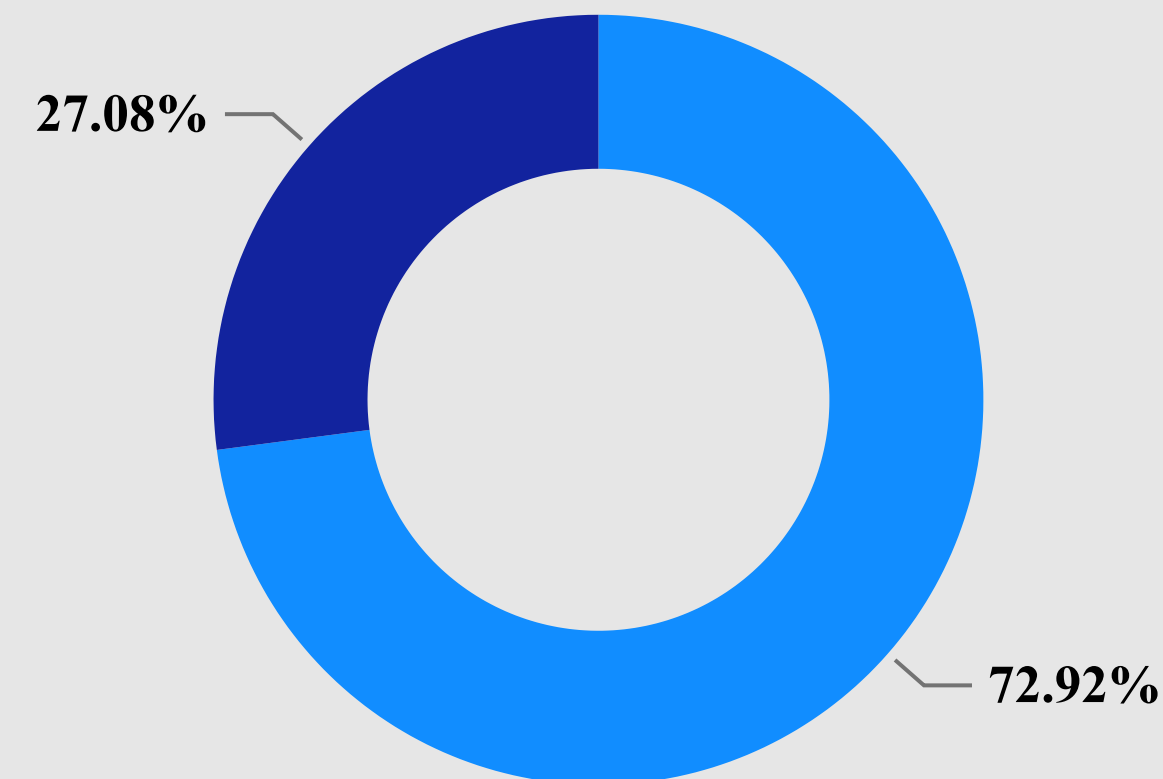
Number of Calls per Month

Answered ● N ● Y



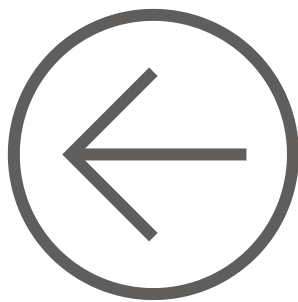
Resolved

Y
N



Agent Statistics

Agent	Answered	Resolved (Y)	Average SR	Average SOA(sec)
Dan	523	471	2.85	55.59
Martha	514	461	2.80	55.98
Stewart	477	424	2.79	54.24
Becky	517	462	2.76	53.53
Greg	502	455	2.74	55.06
Jim	536	485	2.73	53.39
Joe	484	436	2.72	57.94
Diane	501	452	2.70	52.45
Total	4054	3646	2.76	54.75



Total Calls

5000

Answered

4054

Resolved

3646

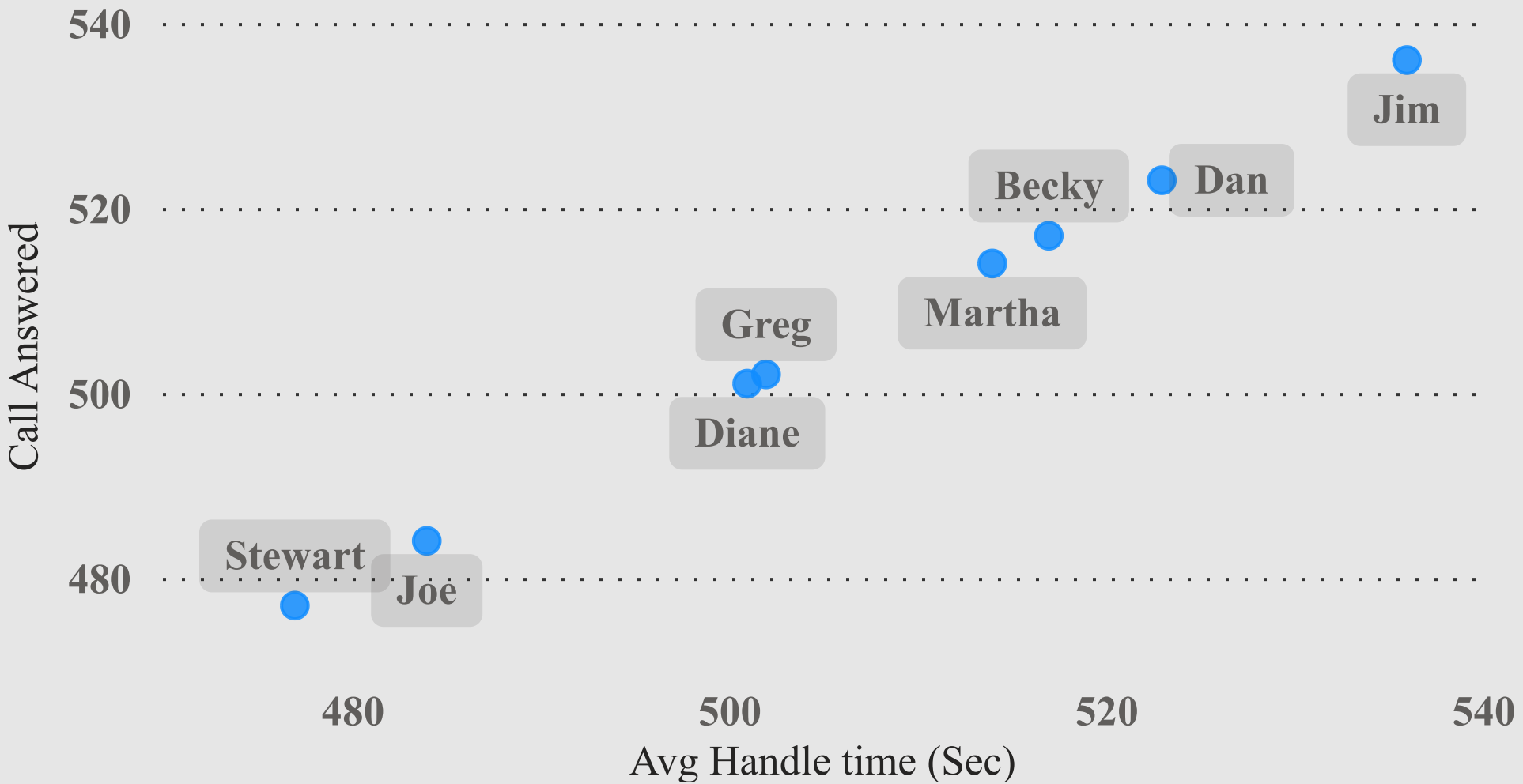
Topic

5

Agents

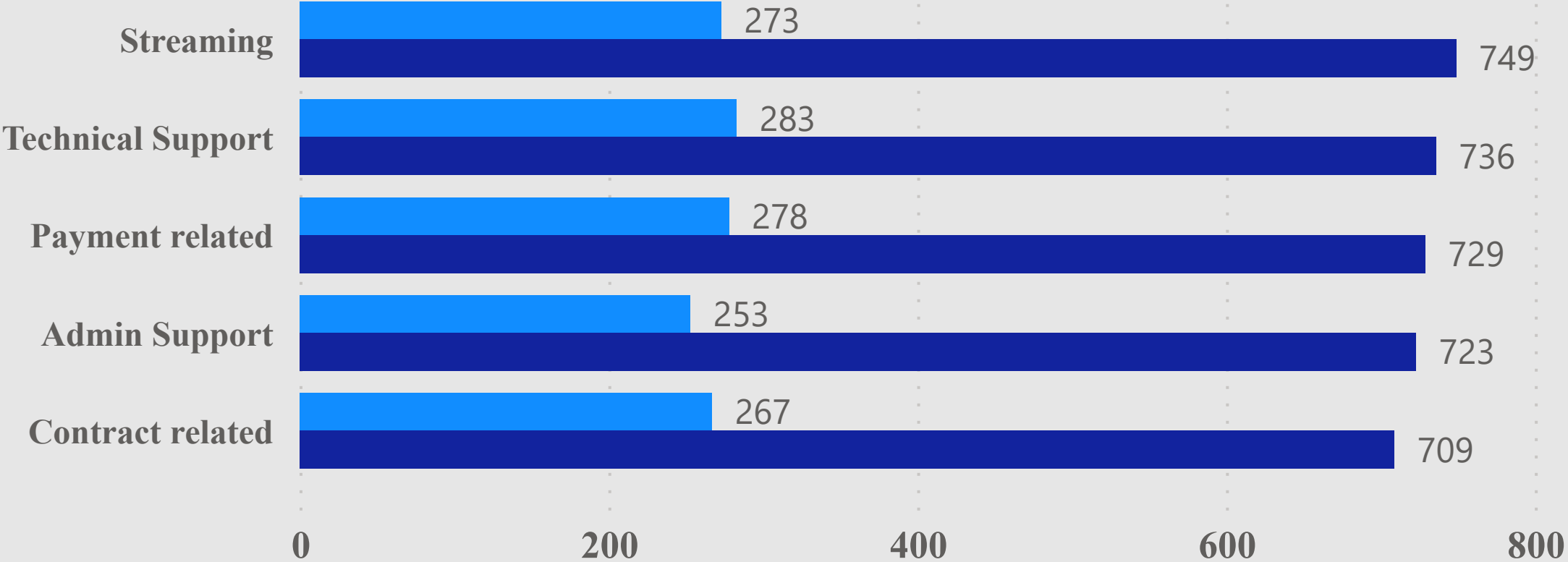
8

Agents Performance

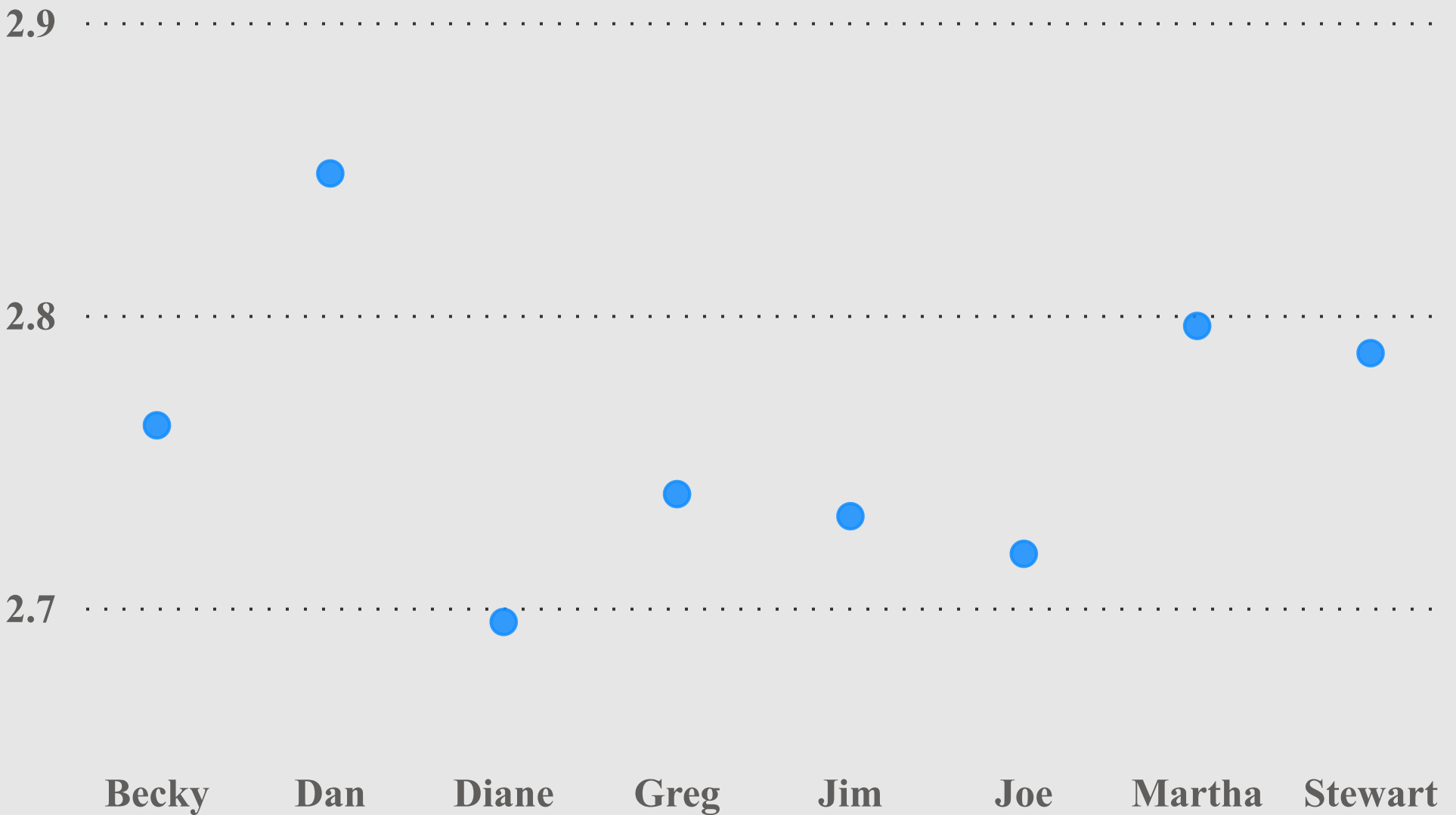


Topic Wise Analysis

Resolved ● N ● Y



Agents Satisfaction Rating



Call Analysis By Day

● Call ● Answered ● Resolved (Y)

