



Call Center Performance

5000

Call Volume



4054

Calls Answered



946

Calls Abandoned

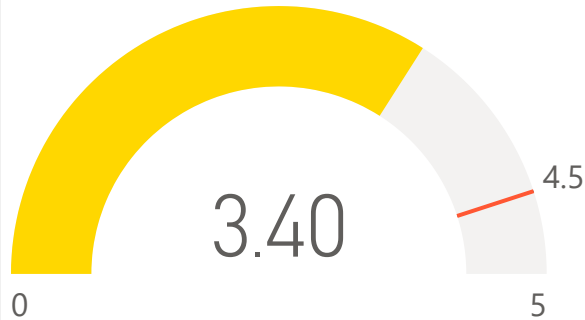


67.52

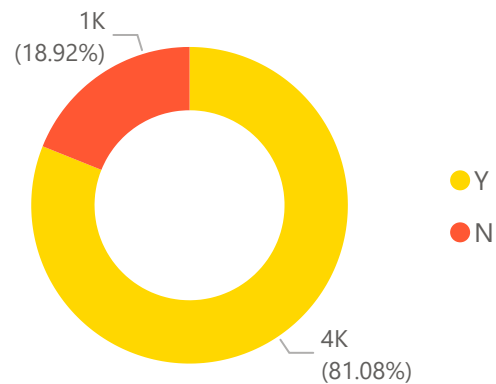
Average speed of answer (s)



Average Satisfaction



Answered



Date

1/1/2021

3/31/2021



Agent

All

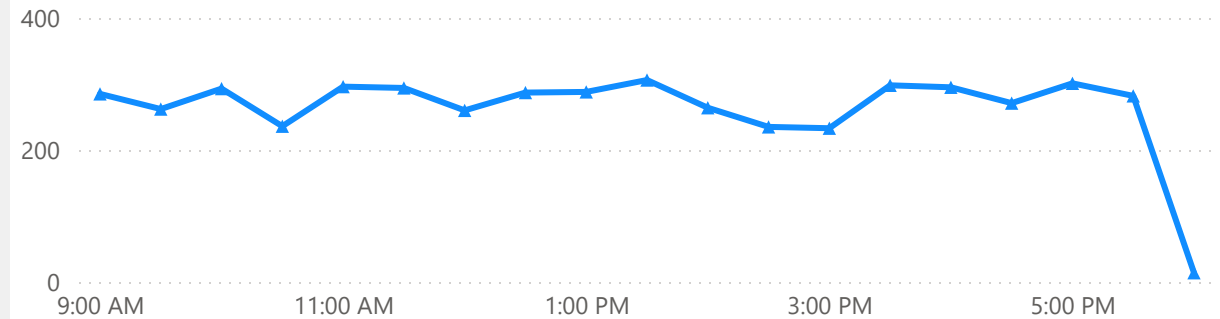
Topic

All

Resolved

All

Call Volume by Interval



Agent statistics

Agent	# of Answered	# of resolved	Avg Satisfaction rate	Avg of Speed of answer in seconds
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99