



Call Center



Agent

All

Topic

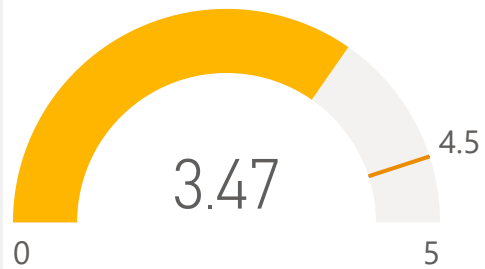
Streaming

01-01-2021

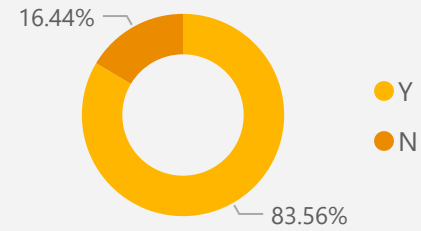
25-02-2021



Average satisfaction

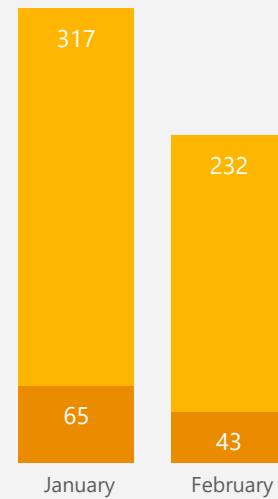


Answered



Number of calls per month

Answered ● N ● Y

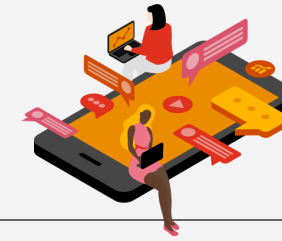


Resolved



Agent statistics

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Becky	72	64	3.35	66.04
Dan	74	67	3.54	65.39
Diane	73	67	3.36	69.68
Greg	75	65	3.63	57.68
Jim	67	61	3.57	68.67
Joe	67	60	3.30	72.82
Martha	65	53	3.58	70.80
Stewart	56	51	3.39	66.93



67.10