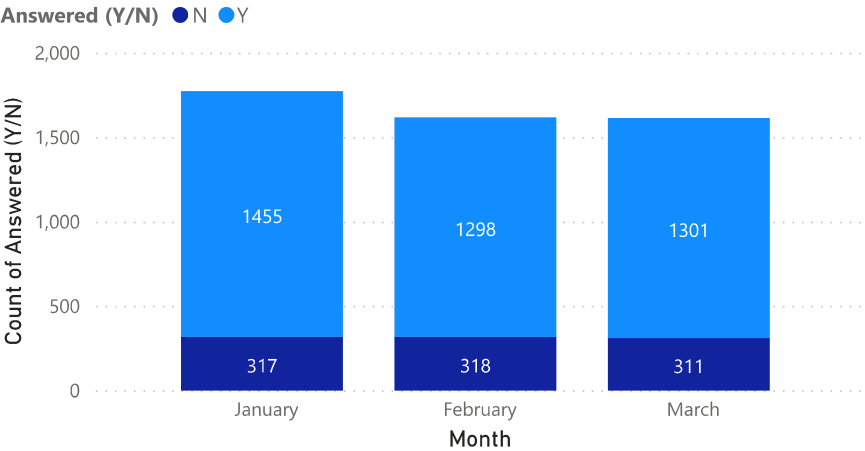


Call Center

Agent
All

Topic
All

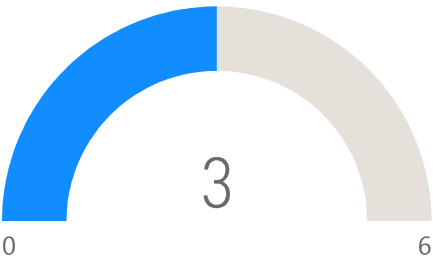
Calls by Time



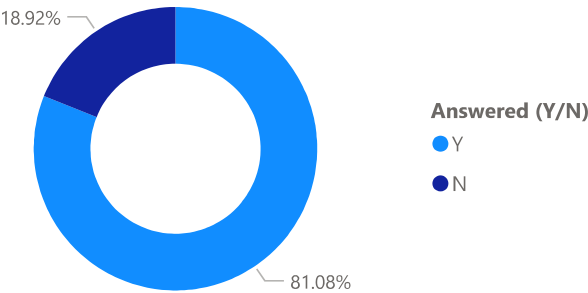
Average Speed of Answer

55

Average Satisfaction rating



Overall calls answered/abandoned



Agent Statistics

Agent	Answered (Y)	Resolved (Y)	Average of Satisfaction rating	AVG SOA (s)
Becky	517	462	3	54
Dan	523	471	3	56
Diane	501	452	3	52
Greg	502	455	3	55
Jim	536	485	3	53
Joe	484	436	3	58
Martha	514	461	3	56
Stewart	477	424	3	54
Total	4054	3646	3	55