



5000

Total Call



4054

Call Answered



946

Call Abandoned



67.52

Avg Speed of answer(Sec)



3.40

Average Satisfaction rating



3646

problem Resolved

Topic

All



# Agent & Call Performance Dashboard

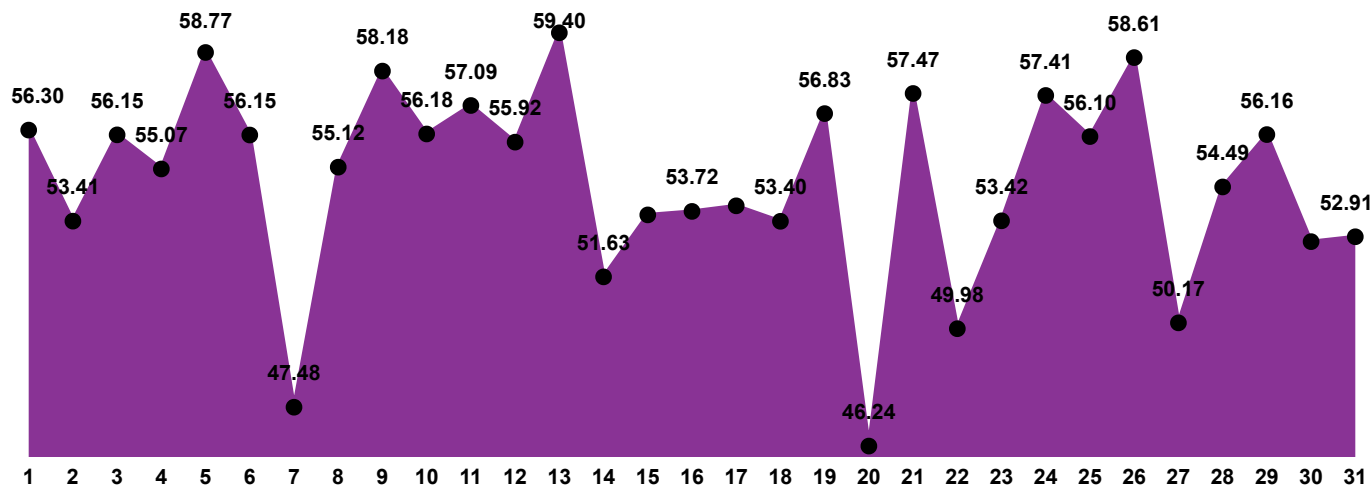


## Agent Statistics

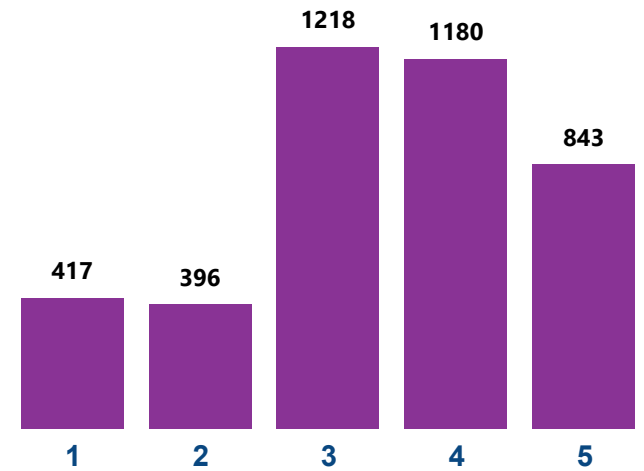
Agent	Call Answered	problem Resolved	Avg of Satisfaction rating	Avg Speed of answer in seconds
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52

Time	Call Answered
11:55:41	27
15:21:36	24
09:57:36	23
12:00:00	23
11:12:29	22
09:24:29	21
11:42:43	21
13:04:48	21
16:06:14	21
11:54:14	20
13:00:29	20
14:26:53	20
16:37:55	20
10:52:19	19
13:30:43	19
16:27:50	19
Total	4054

Average of Speed of answer in seconds by Day



Satisfaction rating





# Agent & Call Performance Dashboard



Topic

All

Agent

All



Answered



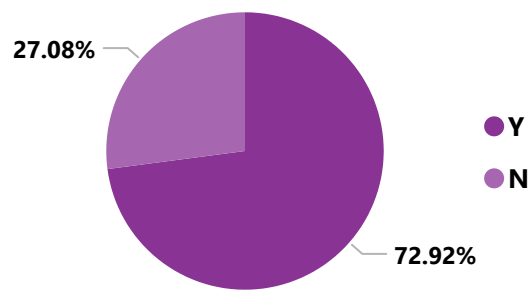
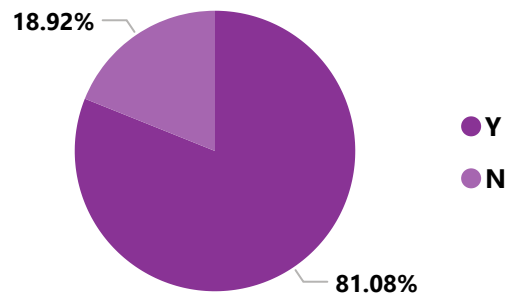
Resolved



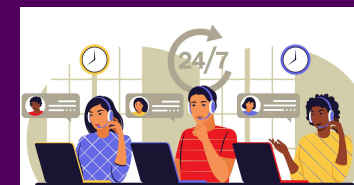
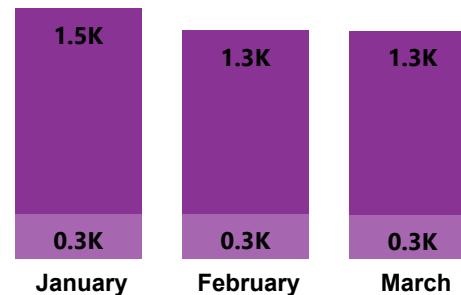
Number of calls per month



Average speed of answer (s)



Answered



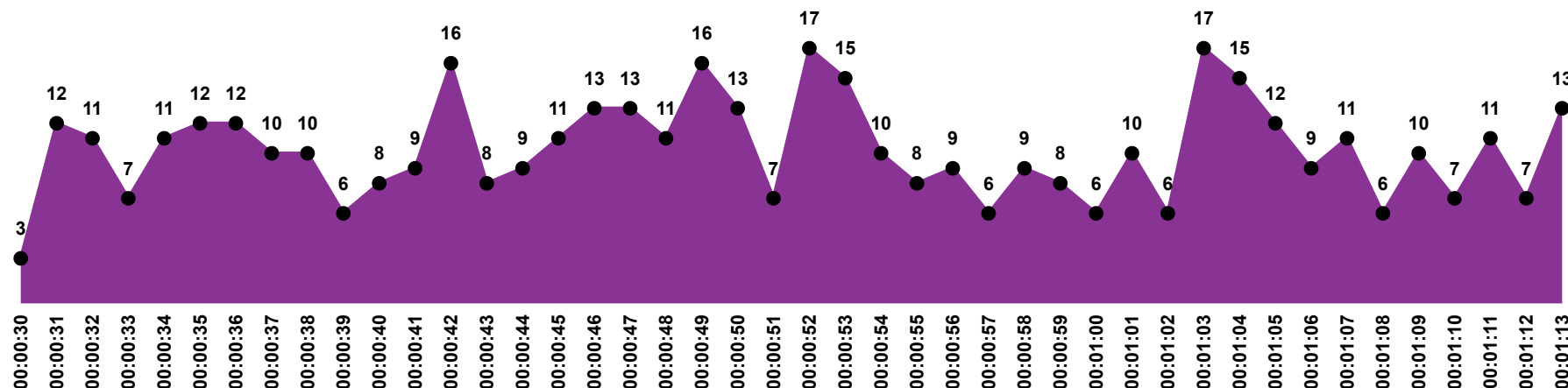
67.52

Date

01-01-2021

31-03-2021

Avg handle time (talk duration) vs calls answered



Average satisfaction

