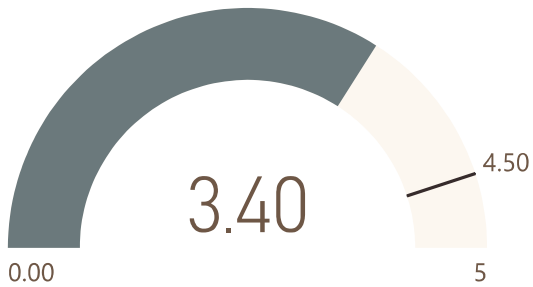


# Call Center Trend

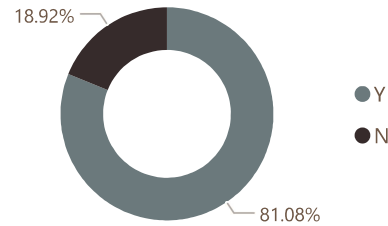
Agent  
All

Topic  
All

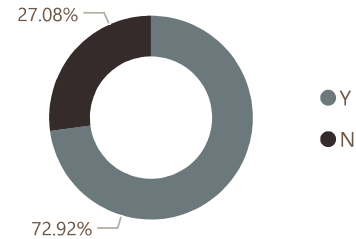
Average Satisfaction Rating



Answered



Resolved



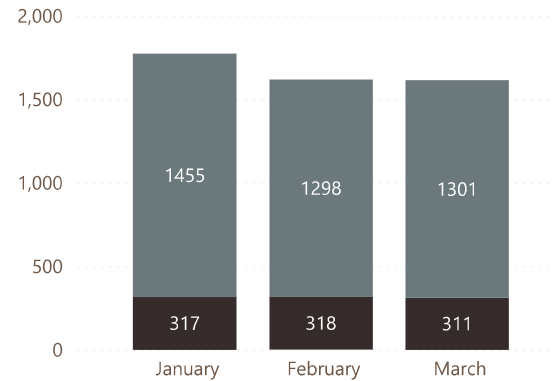
Avg Speed Of Ans (In Sec)



67.52

Numbers of Calls Per Month

Answered (... ● N ● Y)



Agent Statistics

Agent	Answered	Resolved (Y)	Avg Satisfaction Rating	Avg SOA (In Sec)
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52