



# CALL CENTER DASHBOARD

Agent

☐

Becky

☐

Dan

☐

Diane

☐

Greg

☐

Jim

Topic

☐

Admin Support

☐

Contract related

☐

Payment related

☐

Streaming

☐

Technical Support

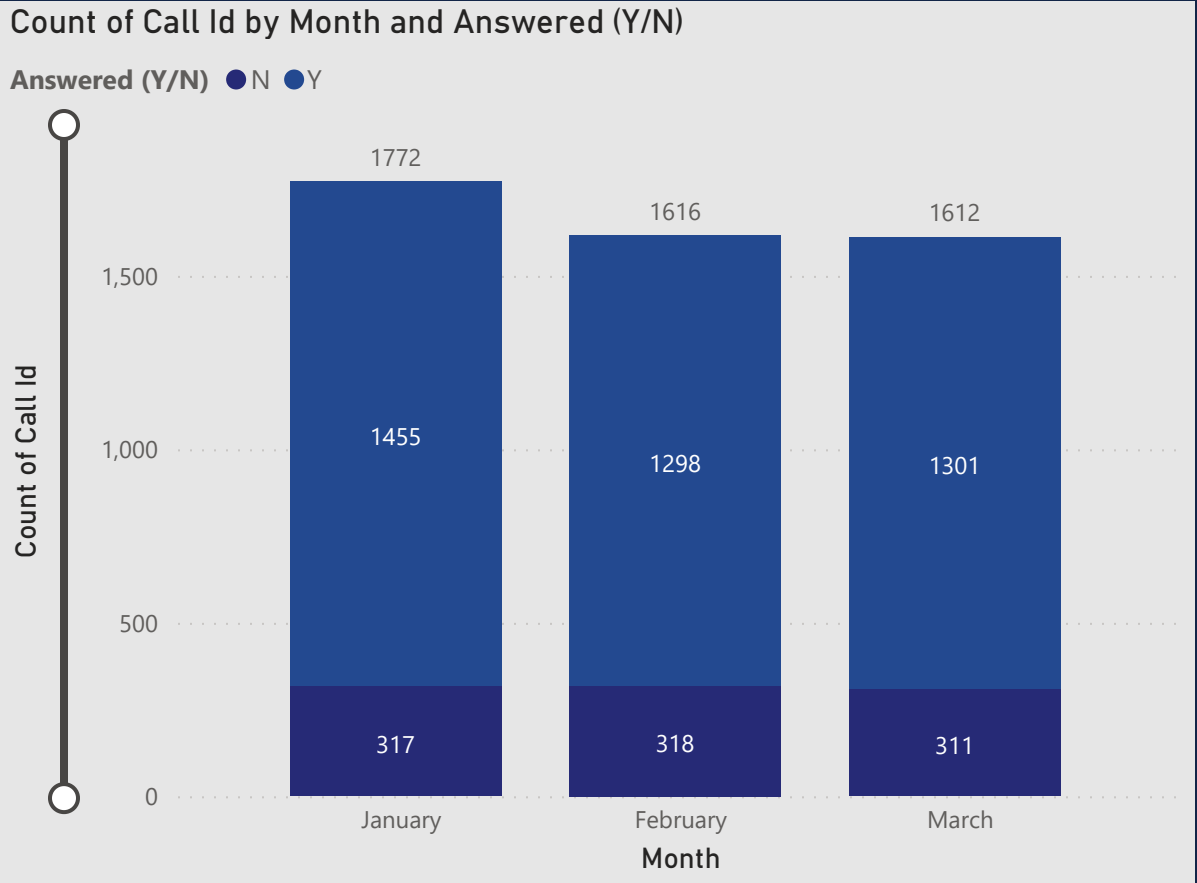
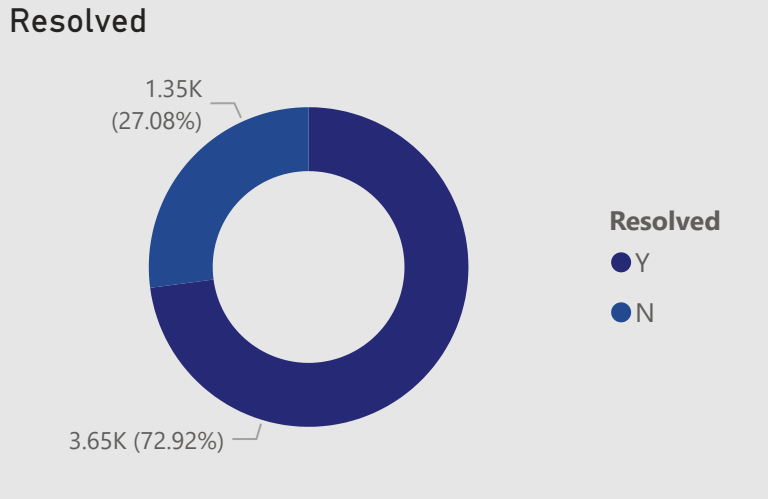
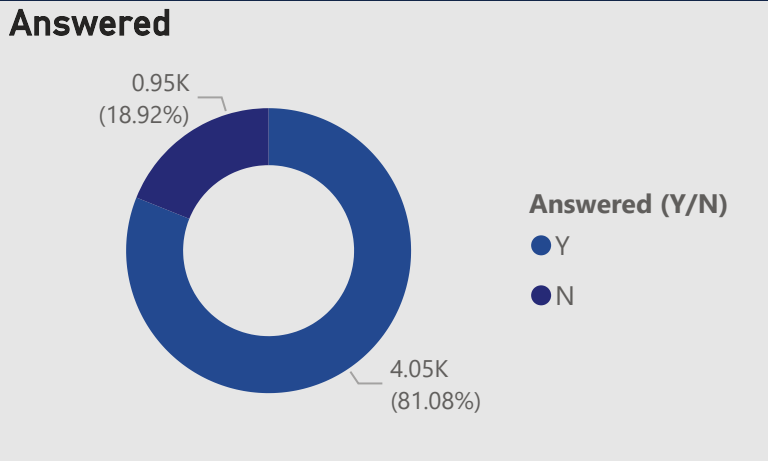
1/1/20213/31/2021

Average Satisfaction Rating

0.003.404.505

67.52

Average of Speed of answer in seconds



Agent	Average of Speed of answer in seconds	NO OF ANSWERED	NO OF RESOLVED	Average
Jim	66.34	536	485	
Dan	67.28	523	471	
Becky	65.33	517	462	
Martha	69.49	514	461	
Greg	68.44	502	455	
Diane	66.27	501	452	
Joe	70.99	484	436	
Stewart	66.18	477	424	
Total	67.52	4054	3646	