

## Filters

### Agents

All

### Topic

All

### Dates

01-01-2021

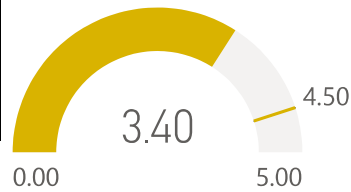
31-03-2021



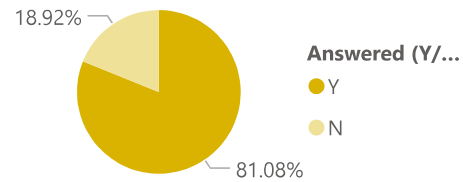
# Call Center Trend Analysis



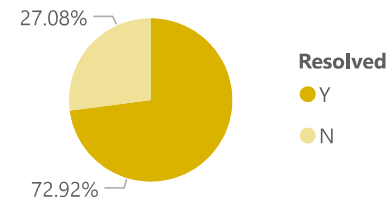
## Average Satisfaction



## Query Answered



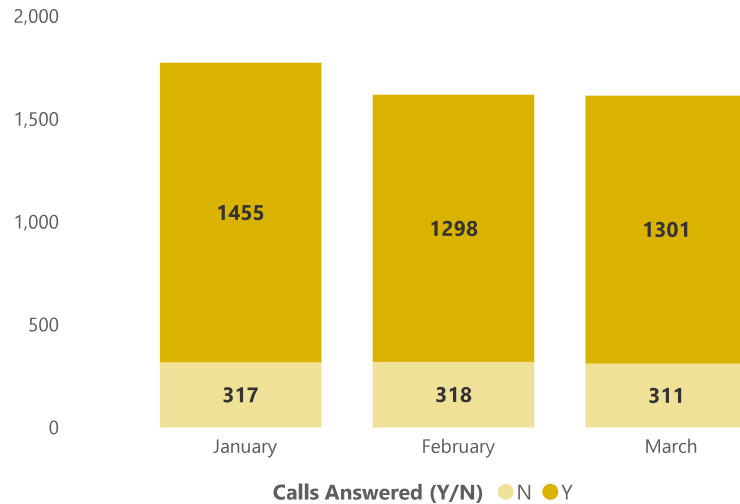
## Query Resolved



## Average Speed of Answers in Seconds

67.52

## No. of Calls Answered per month



## Agent Statistics

Agent	Answered	Resolved	Average Satisfaction	Average Speed of Answers 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