



Agent

All

Topic

All

CALL CENTER TRENDS



5K

Total Calls



3.40

Avg Customer Satisfaction



67.52

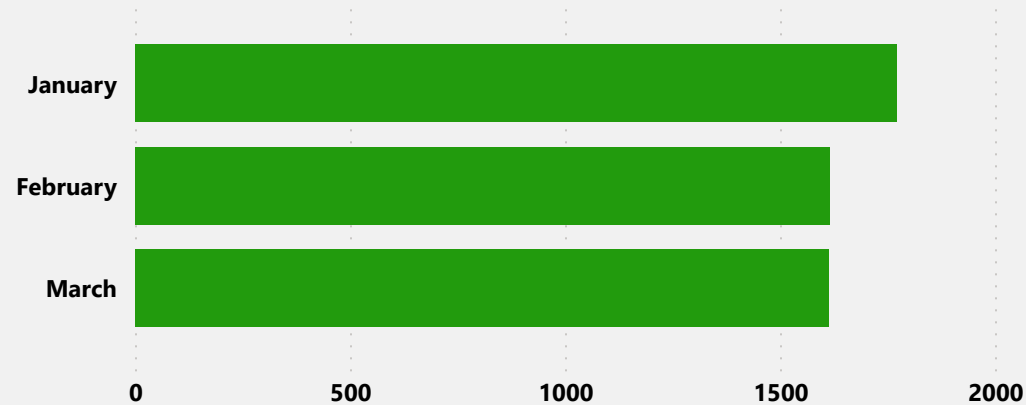
Average Speed of Answer(ASA)



224.92

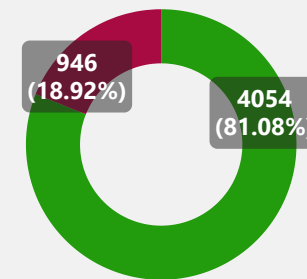
Average Talk duration(ATD)

Count of Calls By Month



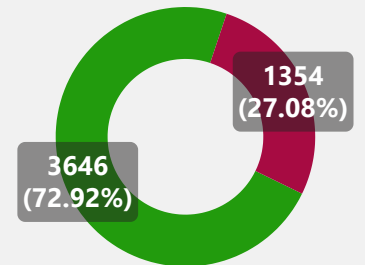
Total Calls by Answered

● Accepted ● Rejected



Total Calls by Resolved

● Y ● N



Agent	Call Answered	Avg Customer Satisfaction	Average Talk duration(ATD)	Average Speed of Answer(ASA)	Call Declined	Total Calls	% of Call Answered
Dan	523	3.45	231.19	67.28	110	633	82.62%
Stewart	477	3.40	226.21	66.18	105	582	81.96%
Becky	517	3.37	220.01	65.33	114	631	81.93%
Joe	484	3.33	224.10	70.99	109	593	81.62%
Martha	514	3.47	223.73	69.49	124	638	80.56%