

Average of Speed of answer in seconds

125.00

## Call Center : PhoneNow

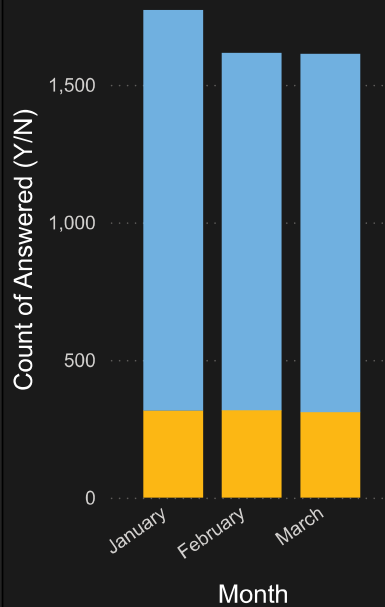
Agent

Becky

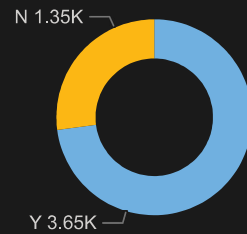
Resolved

N

Count of Answered (Y/N) by Month and Answered (Y/N)



Count of Resolved by Resolved



Average of Satisfaction rating and Max of Satisfaction rating



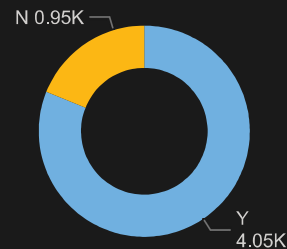
Date

01 January 2021

02 January 2021

03 January 2021

Count of Answered (Y/N) by Answered (Y/N)



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