

# Call Center Analysis: 24

Date

All

Agent

All

Title

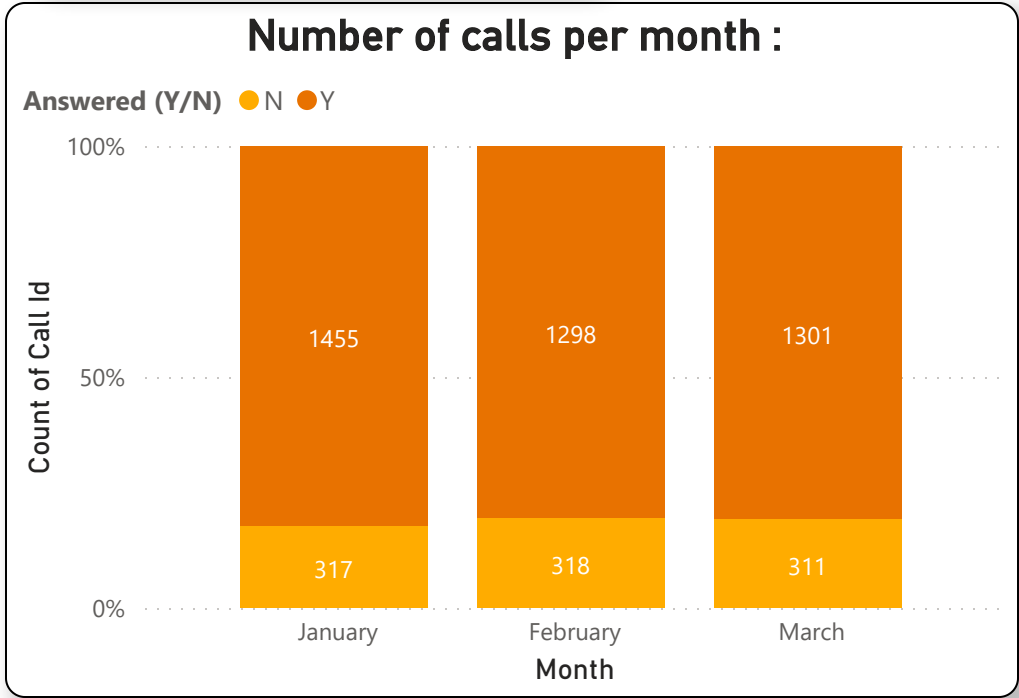
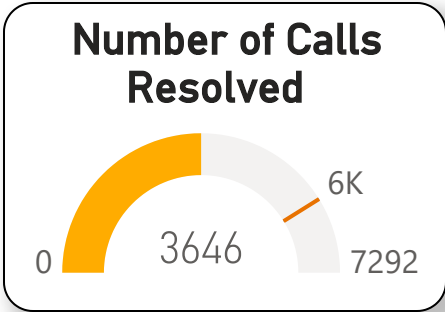
All

Overall Customer Satisfaction rate

3.4

Average speed of answer

67.5



Agent statistics :

Agent	Answered (Y/N)	Resolved	Avg of Satisfaction rating	Avg of Speed of answer in seconds
Stewart	Y	N	3.58	62.38
Dan	Y	N	3.56	68.83
Diane	Y	N	3.51	74.94
Martha	Y	Y	3.50	69.98
Becky	Y	N	3.47	64.40
Greg	Y	N	3.45	61.62
Dan	Y	Y	3.44	67.11
Greg	Y	Y	3.40	69.15
Jim	Y	Y	3.40	66.11
Diane	Y	Y	3.39	65.33
Stewart	Y	Y	3.38	66.66
Becky	Y	Y	3.36	65.44
Joe	Y	Y	3.34	71.19
Jim	Y	N	3.33	68.53
Joe	Y	N	3.27	69.15
Martha	Y	N	3.25	65.17
Total			3.40	67.52