



# CALL CENTRE DATA ANALYSIS

Call id Count

5000

Count of Answered

4054

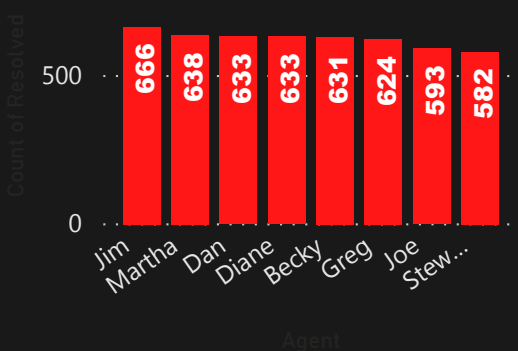
Count of agent

8

Avg.speed of answering

67.52

Count of Resolved by Agent

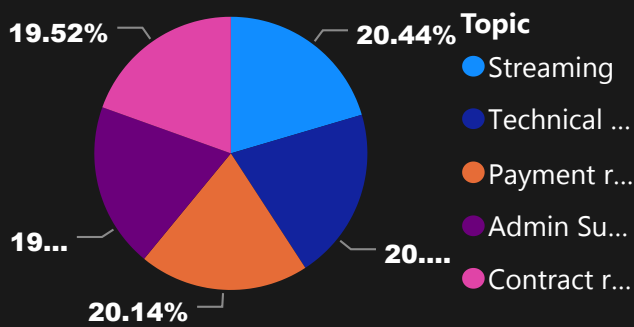


Agent	Count of Answered (Y/N)	Count of Resolved	Count of Call Id	Average of Satisfaction rating
Becky	462	462	462	3.36
Dan	471	471	471	3.44
Diane	452	452	452	3.39
Greg	455	455	455	3.40
Jim	485	485	485	3.40
Joe	436	436	436	3.34
Martha	461	461	461	3.50
Total	3646	3646	3646	3.40

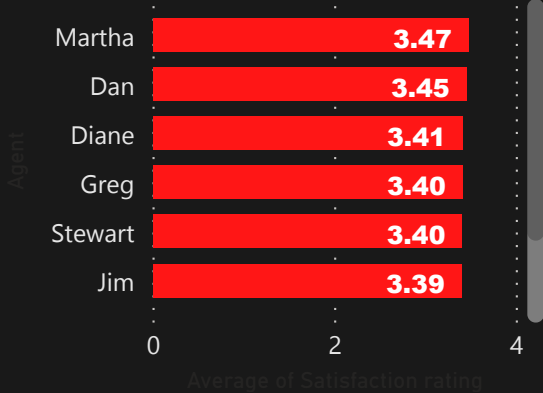
Average Satisfaction rating



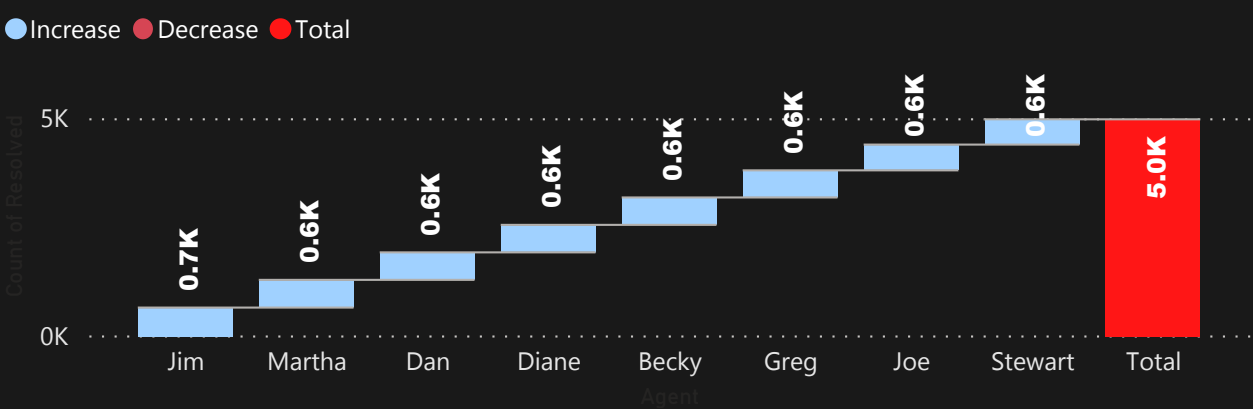
Count of Call Id by Topic



Avg of Satisfaction rating b...



Count of Resolved by Agent



Agent

All

Topic

All