

# Call Center

 Answered

 Resolved

 Average Speed of Answer (Sec)

Agent >  

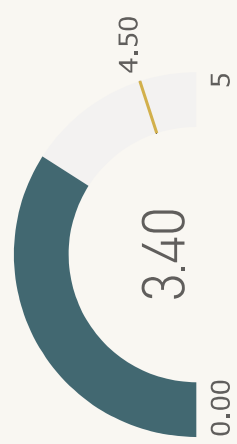
All

Topic >  

All

Date >  

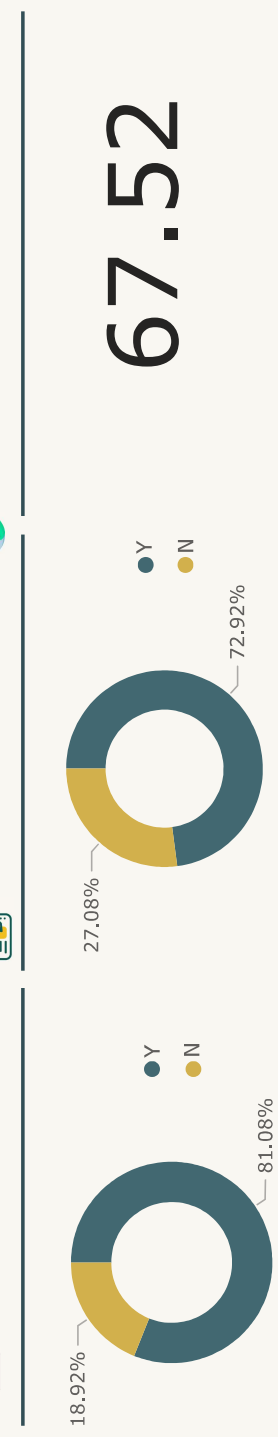
01-01-2021 31-03-2021



 Answered

 Resolved

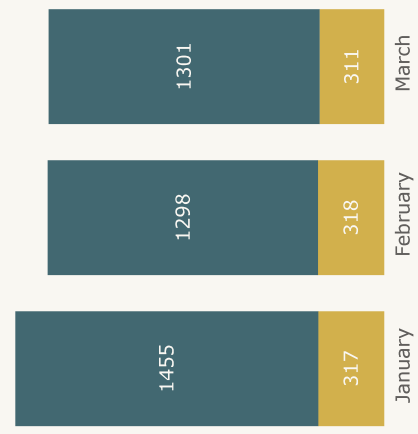
 Average Speed of Answer (Sec)



 Agent Statistics

 Number Of Calls Per Month

Answered ● N ● Y



Agent	Answered	Resolved (Y)	Avg Satisfaction Rating	Avg SOA (In Sec)
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



Total Calls

5000



Answered

4054



Resolved

3646



Topic

5

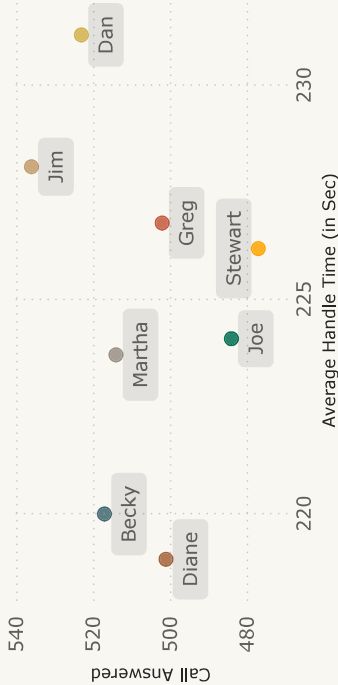


Agents

8



### Agents Performance



### Call Analysis By Day

