



Call Center Trend for Customer & Agent Behaviour



Agent

All

Topic

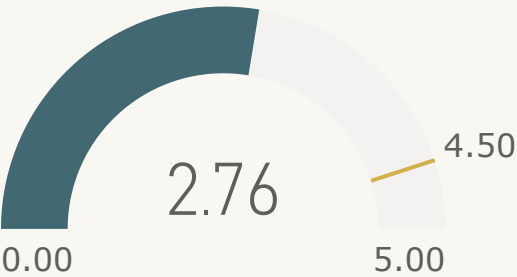
All

Date

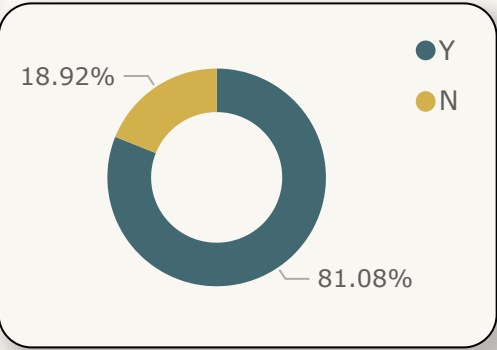
1/1/2021 3/31/2021



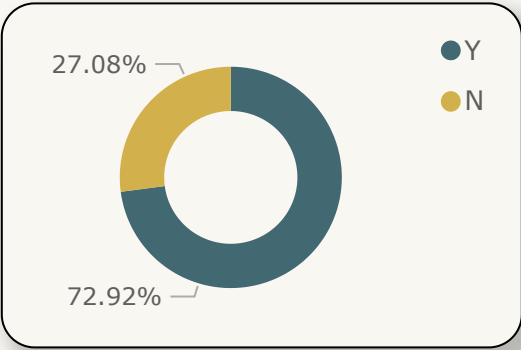
Average



Answer



Resolved

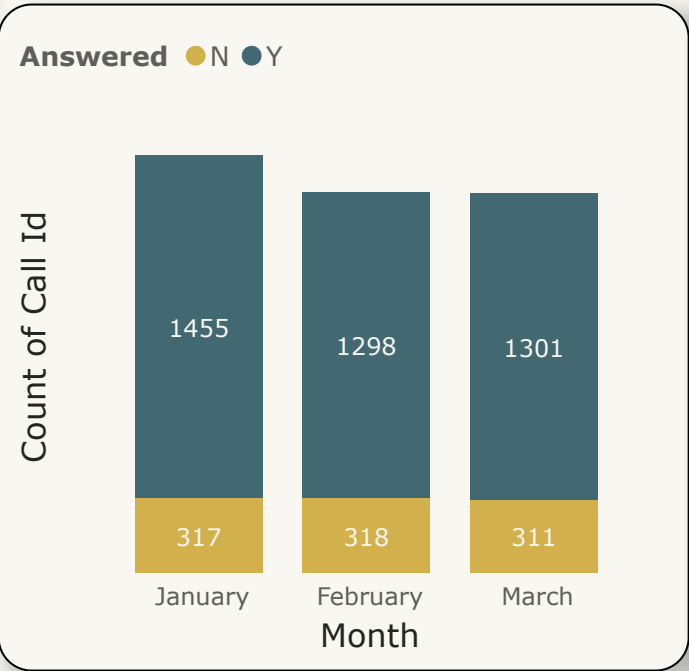


Average speed of call answer

54.75



Number of calls per month



Agent statistics

Agent	No of answer	No of resolved	Avg Satisfaction rating	Avg Speed of seconds
Diane	501	452	2.70	52.45
Jim	536	485	2.73	53.39
Becky	517	462	2.76	53.53
Stewart	477	424	2.79	54.24
Greg	502	455	2.74	55.06
Dan	523	471	2.85	55.59
Martha	514	461	2.80	55.98
Joe	484	436	2.72	57.94
Total	4054	3646	2.76	54.75