



CALL CENTRE

Agent

All

Topic

All

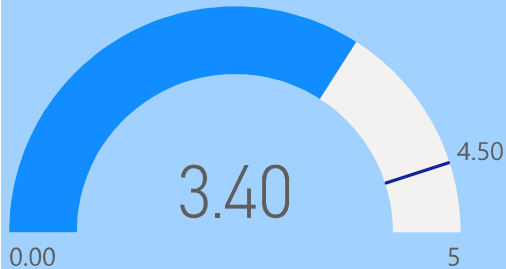
01-01-2021



31-03-2021



Average Satisfaction



5000

Total Calls Received

4054 946

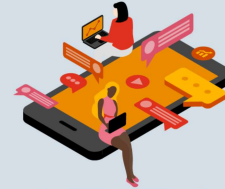
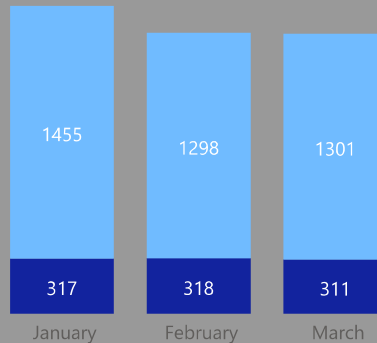
Count of Answered

Abandoned calls



Number of Calls Per Month

Answered ● N ● Y



67.52

Average of Speed of answer in seconds



Martha

3.47

Average of Satisfaction rating



Diane

3.41

Average of Satisfaction rating



Dan

3.45

Average of Satisfaction rating



Agent Statistics

Agent	# Avg Talk Duration	# Resolved count	Average of Satisfaction rating	Avg answer in sec
Becky	517	631	3.37	65.33
Dan	523	633	3.45	67.28
Diane	501	633	3.41	66.27
Greg	502	624	3.40	68.44
Jim	536	666	3.39	66.34
Joe	484	593	3.33	70.99
Martha	514	638	3.47	69.49
Stewart	477	582	3.40	66.18
Total	4054	5000	3.40	67.52