



Call Center Trends



Agent

All

Topic

All

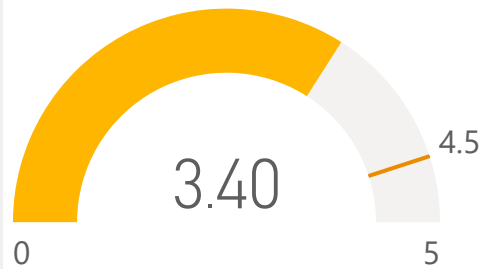
Date

01-01-2021

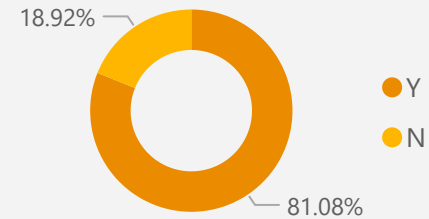
31-03-2021



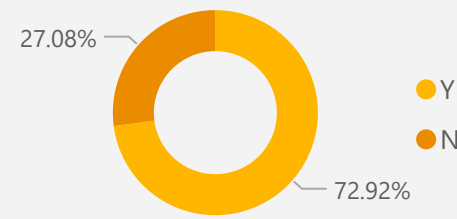
Average satisfaction



Answered



Resolved



Average speed of answer

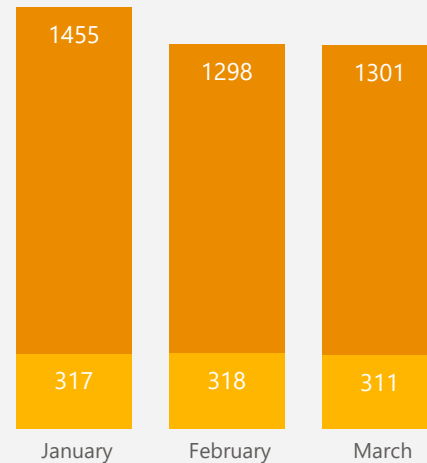
67.52

Average of Speed of answer (secs)



Number of calls per month

Answered ● N ● Y



Agent statistics

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer 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