

# Call Center

Agent

All

Topic

All

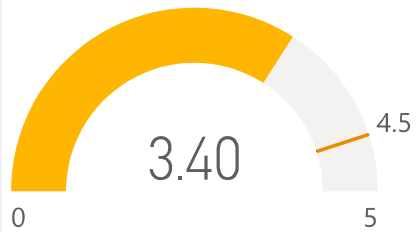
1/1/2021



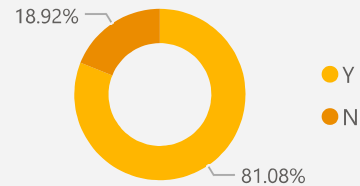
3/31/2021



Average satisfaction

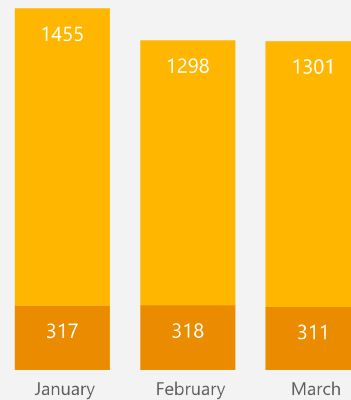


Calls Answered

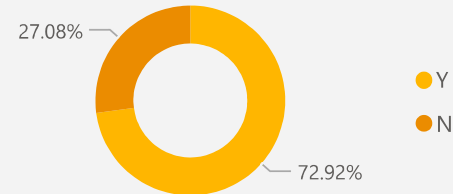


Number of calls per month

Answered ● N ● Y



Calls Resolved



Agent statistics

| Agent   | # of answered | # of resolved | Average Satisfaction Rate | Average of 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                             |

Average speed of answers

67.52