



Agent

All >

Topic

All >

Resolved

☐ N ☐ Y

Month

All >

5000

Total calls

4054

Total calls answered

946

Total calls Un-answered...

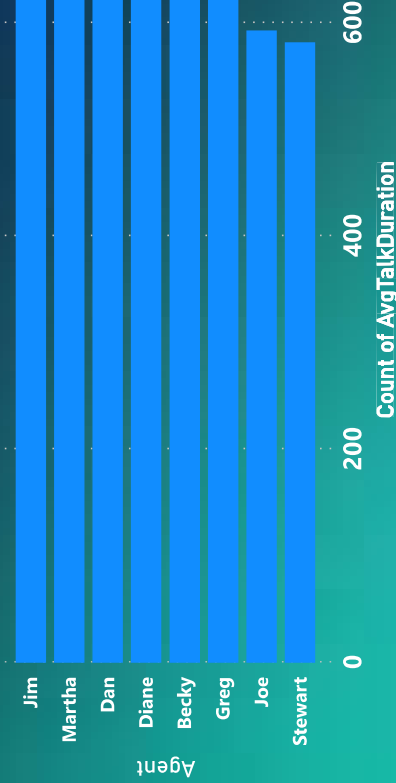
54.75

Average of Speed of answer in seconds

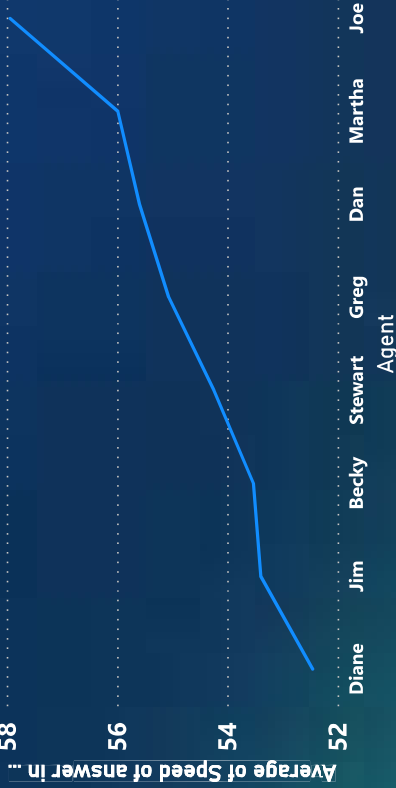
40.46%

Overall satisfaction

Count of AvgTalkDuration by Agent



Average of Speed of answer in seconds by Agent



Topic	Total calls
Admin Support	976
Contract related	976
Payment related	1007
Streaming	1022
Technical Support	1019
Total	5000

Agent's Performance Quadrant

