



CALL CENTER KPIs

Agent

All



Resolved



All



Topic



All



Satisfaction...



All



Total Calls

5000

Average Answer Speed
in seconds

67.52

Answered Calls

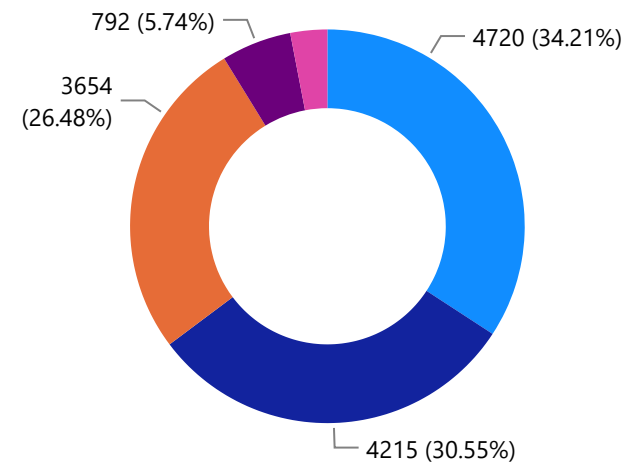
4054

Performance Quadrant

Agent	Unanswered calls	Answered calls	Total Calls	Satisfaction Rating Avg	Resolved cases
Becky	114	517	631	3.37	12.67%
Dan	110	523	633	3.45	12.92%
Diane	132	501	633	3.41	12.40%
Greg	122	502	624	3.40	12.48%
Jim	130	536	666	3.39	13.30%
Joe	109	484	593	3.33	11.96%
Martha	124	514	638	3.47	12.64%
Stewart	105	477	582	3.40	11.63%
Total	946	4054	5000	3.40	100.00%

Satisfaction rating

Satisfactio... 4 5 3 2 1



Answered Calls

