

CALL CENTER REPORTS

TOTAL SATISFACTION CALLS

1455

AVERAGE CALL/MIN

1

ABONDANE RATE

17.89

TOTAL CALLS

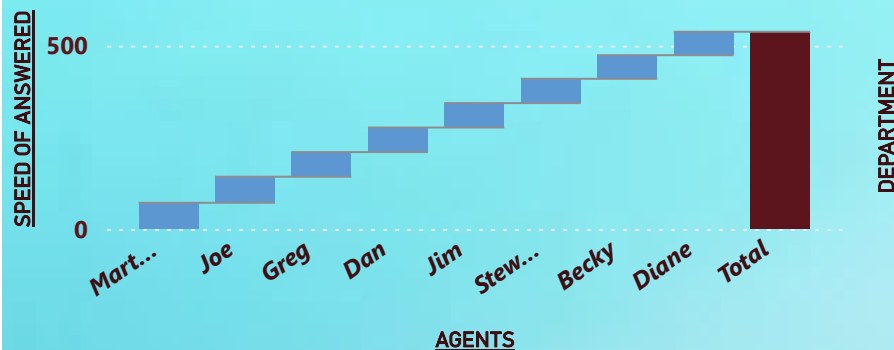
1772

AVERAGE SPEED OF ANSWERED

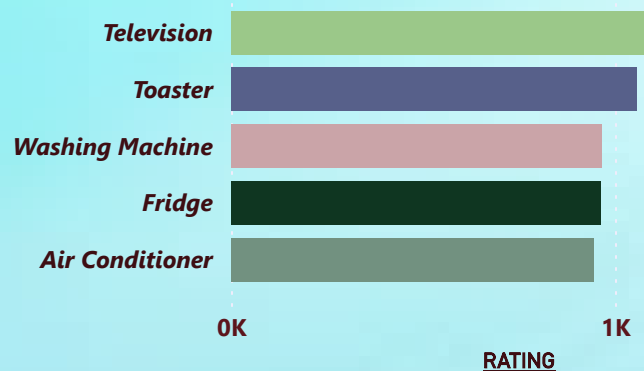
67.22

SPEED OF ANSWERED by Agent

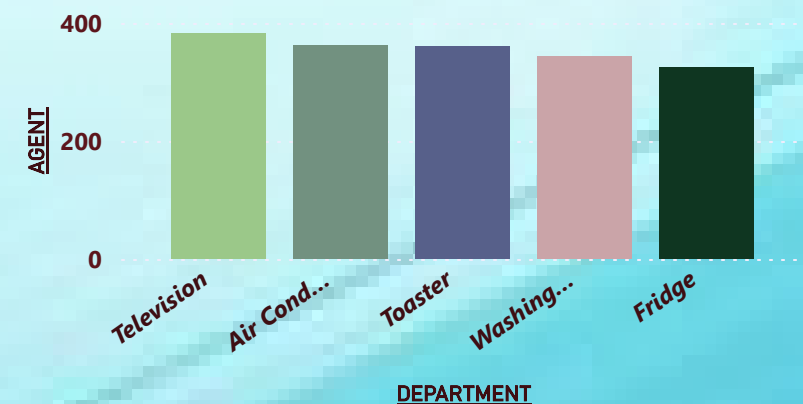
● Increase ● Decrease ● Total



Satisfaction rating by Department



Agent by Department



Resolved Agent	N		Y		Total	
	TOTAL CALL	AVERAGE SPEED OF ANSWERED	TOTAL CALL	AVERAGE SPEED OF ANSWERED	TOTAL CALL	AVERAGE SPEED OF ANSWERED
Becky	62	64.00	154	64.40	216	64.35
Dan	50	74.54	177	66.40	227	66.95
Diane	54	79.88	168	62.32	222	63.94
Greg	53	69.33	155	66.95	208	67.20
Jim	55	73.21	173	66.13	228	66.66
Joe	52	74.35	169	70.83	221	71.16
Martha	68	59.79	152	72.91	220	71.46
Stewart	67	62.83	163	66.72	230	66.24
Total	461	68.87	1311	67.04	1772	67.22

RESOLVED CALLS

