



Call Centre Analysis

Agent

All

Topic

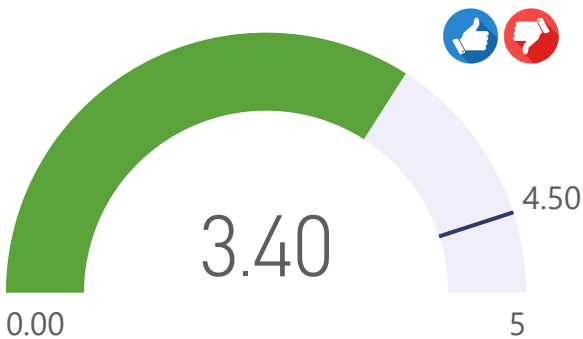
All

Date

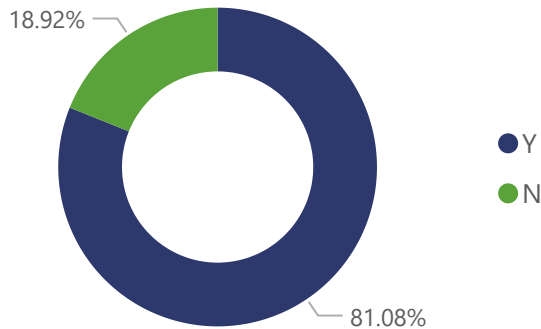
01/01/2021 31/03/2021



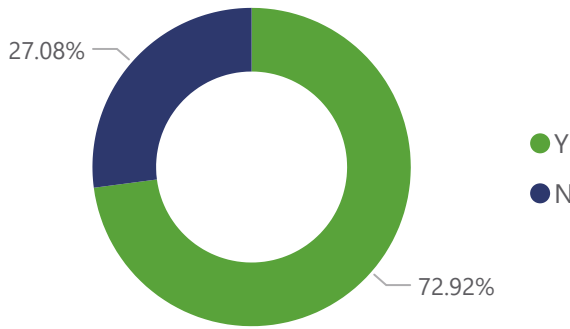
Overall Satisfaction Rate



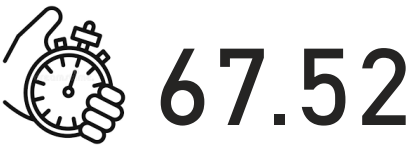
Calls Answered



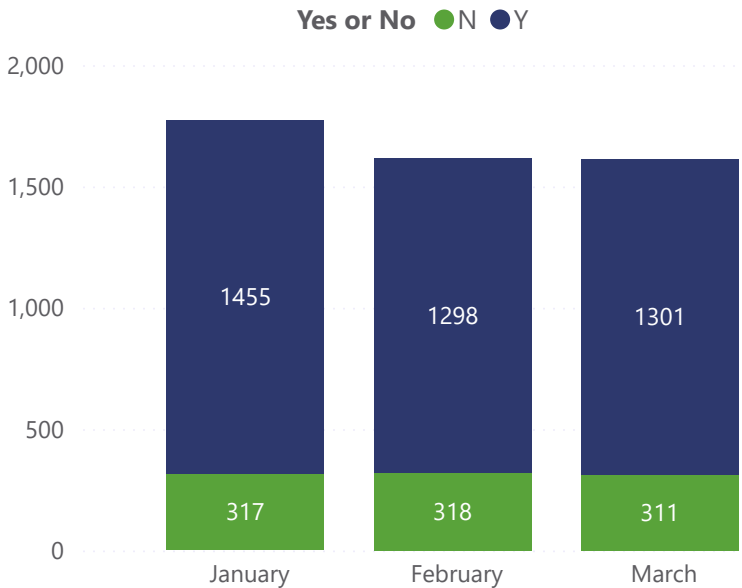
Issues Resolved



Average Speed of Answer
(In seconds)



Number of Calls Per Month



Agent Statistics

Agent	Answered	Resolved (Y)	Avg Satisfaction Rating	Avg SOA(In seconds)
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
Total	4054	3646	3.40	67.52