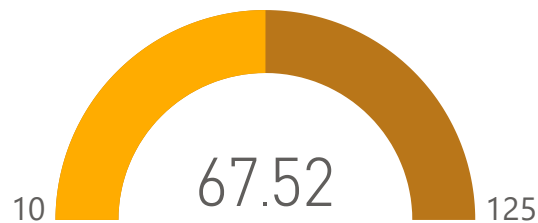
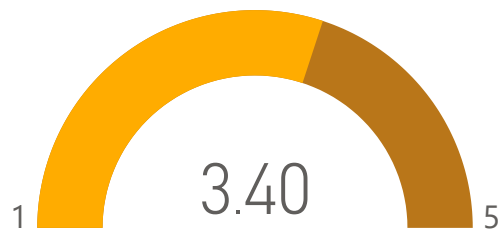


Trend Analysis

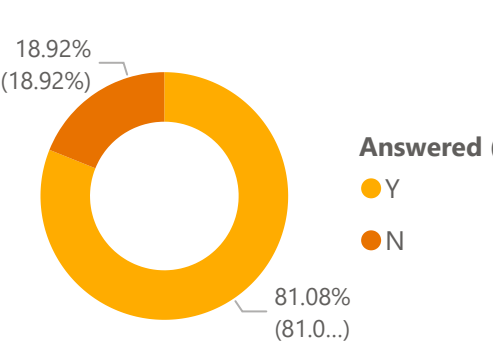
Average answer Speed, Min of Speed of answer in seconds and Max of Speed of answer in seconds



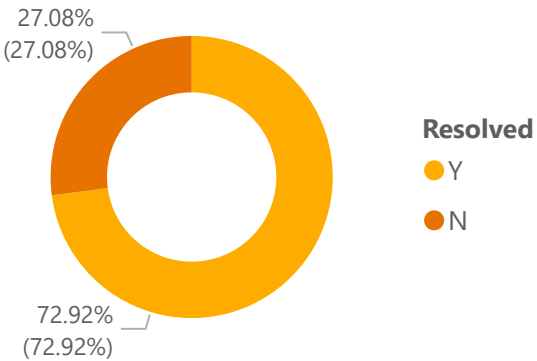
Average of Satisfaction rating, Min of Satisfaction rating and Max of Satisfaction rating



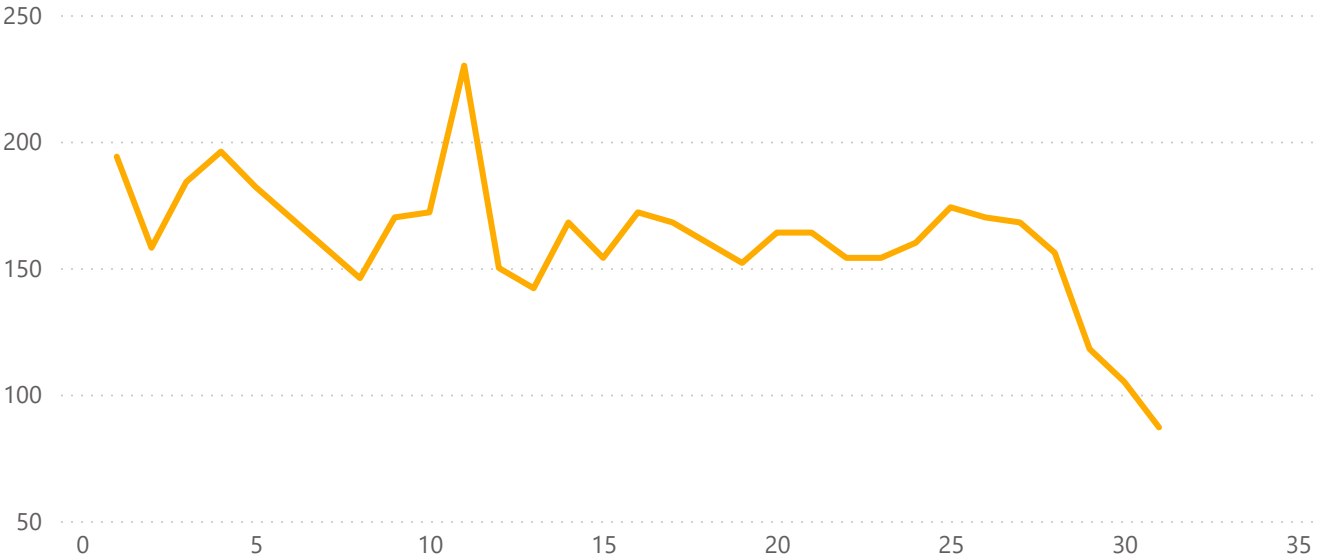
%GT Count of Answered (Y/N) by Answered (Y/N)



%GT Count of Resolved by Resolved

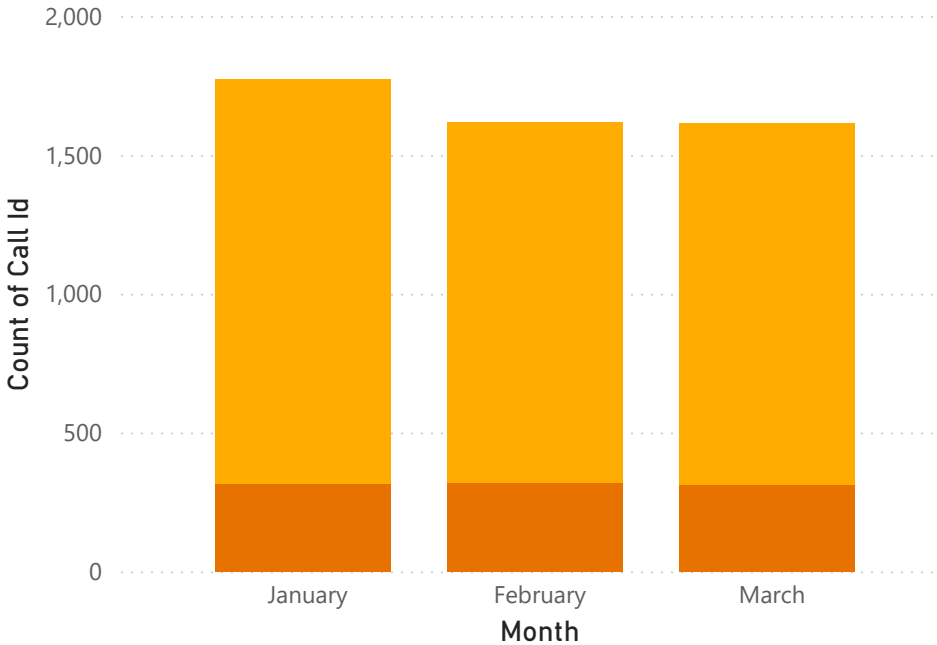


Total Call During Operation Hours



Count of Call Id by Month and Answered (Y/N)

Answered (Y/N) N Y



Agent	Count of Answered (Y/N)	Count of Resolved	Average of Satisfaction rating	Average of Speed of answer in seconds
Stewart	582	582	3.40	66.18
Martha	638	638	3.47	69.49
Joe	593	593	3.33	70.99
Jim	666	666	3.39	66.34
Greg	624	624	3.40	68.44
Diane	633	633	3.41	66.27
Dan	633	633	3.45	67.28
Becky	631	631	3.37	65.33
Total	5000	5000	3.40	67.52