



Call Center



Agent

All

Topic

All

Date

1/1/2021

3/31/2021



Average satisfaction

3.40

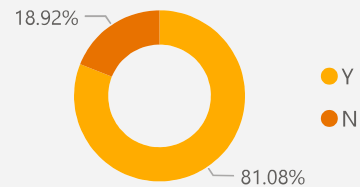
4.50

1

5

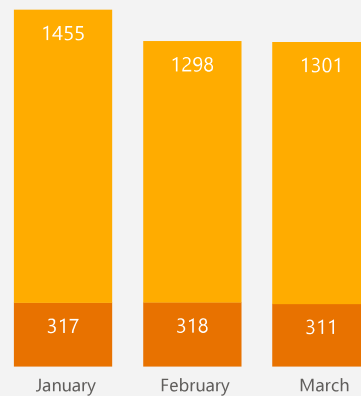


Answered

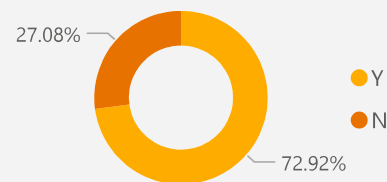


Number of calls per month

Answered ● N ● Y



Resolved



Agent statistics

Agent	# of answered	# of resolved	Avg Satisfaction rating	Avg Speed of answer in secs
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



Average speed of answer (s)

67.52

