



Total Calls Answered

4054

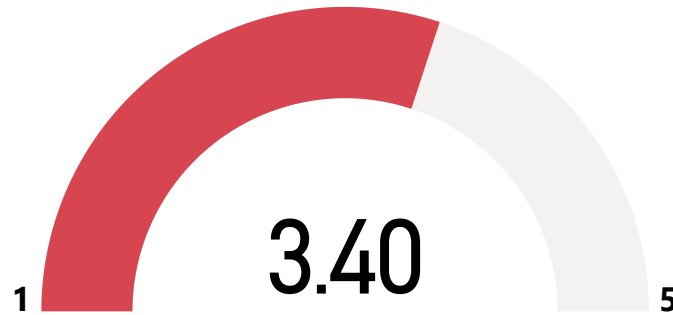
Total Calls Unanswered

946

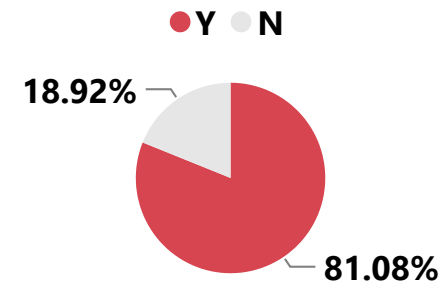
Average Speed of Answer (s)

67.52

Average Satisfaction Rating



Callls Answered Ratio



Queries Resolved

3646

Queries Unresolved

1354

Agent

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

Total calls buy topic



Talk Duration vs Calls Answered

