



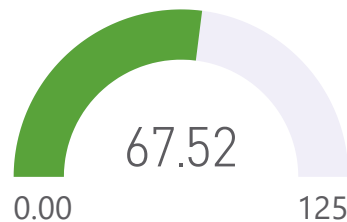
Agent

All

Resolved

All

Average Speed of answer



Average Satisfaction rating



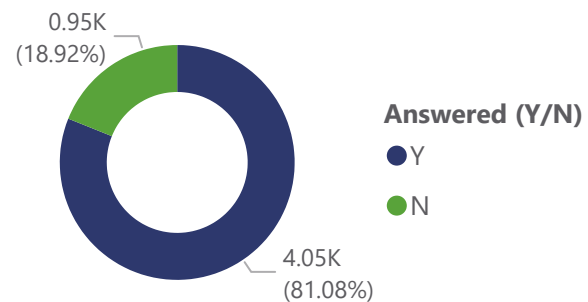
Average Speed Call

67.52

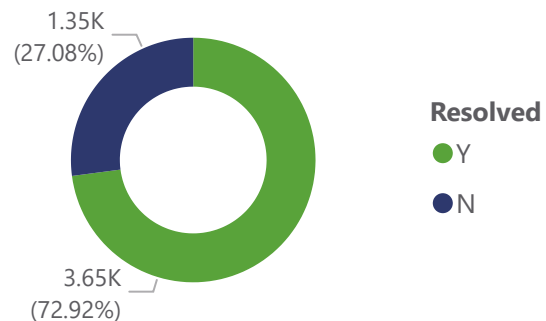
Total Calls

5K

Count of Answered



Count of Resolved by Resolved



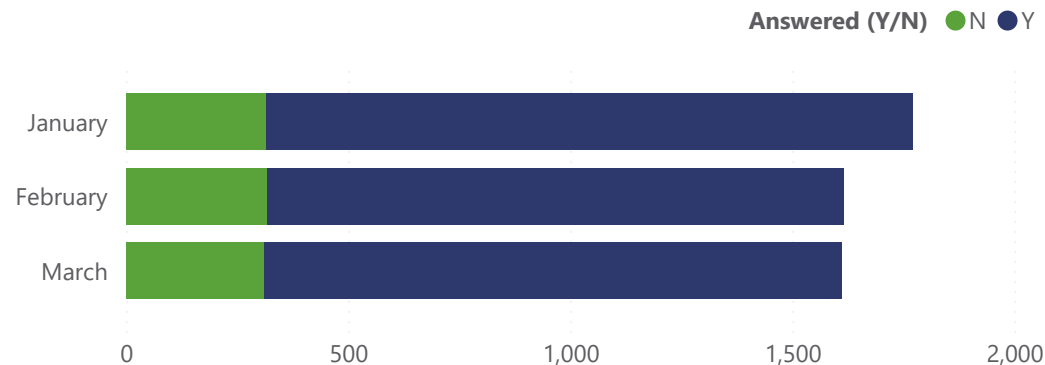
1/1/2021



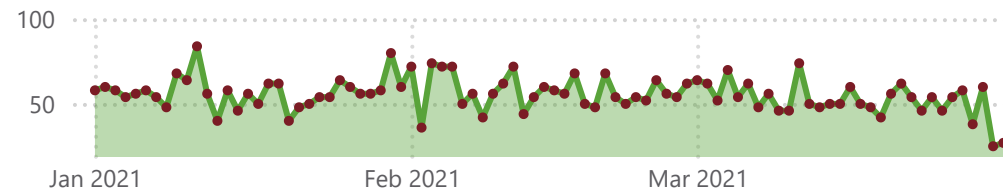
3/31/2021



Answered Count



Answered Count



Agent	Answered	Resolved	Avg Talk Time	Avg Satisfaction	Avg Answer Speed
Stewart	477	424	477	3.40	66.18
Joe	484	436	484	3.33	70.99
Diane	501	452	501	3.41	66.27
Greg	502	455	502	3.40	68.44
Martha	514	461	514	3.47	69.49
Becky	517	462	517	3.37	65.33
Dan	523	471	523	3.45	67.28
Jim	536	485	536	3.39	66.34
Total	4054	3646	4054	3.40	67.52