

Call Center

Agent

All

Resolved

All

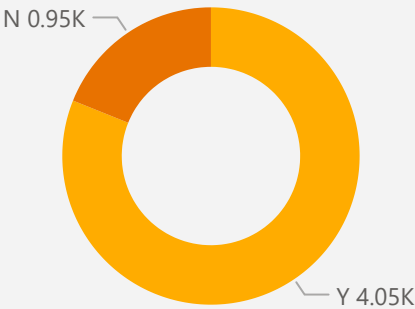
Date

All

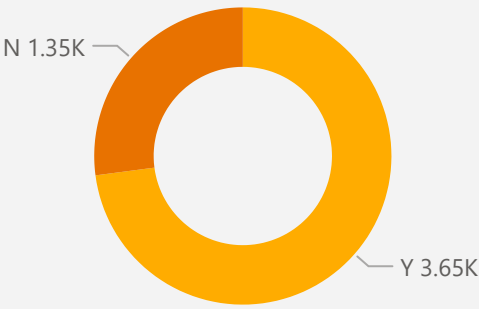
67.52

Average of Speed of answer in seconds

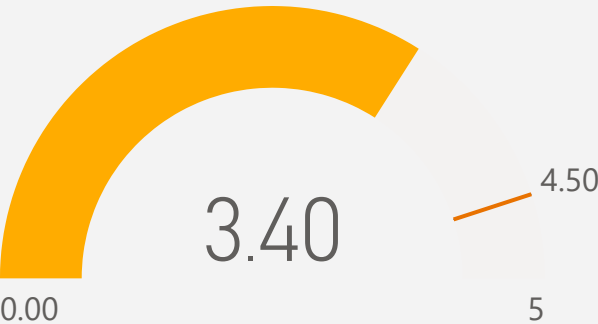
Answered



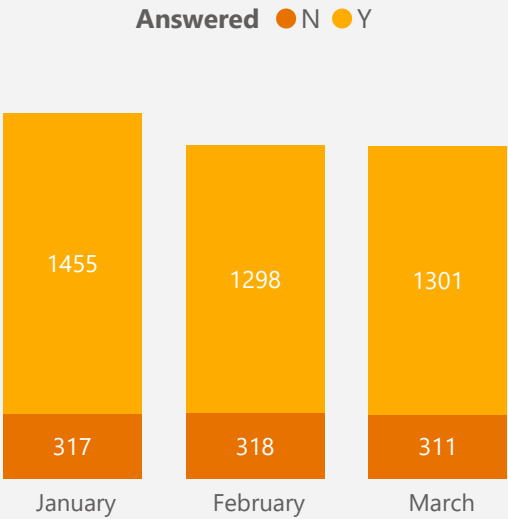
Resolved



Average Satisfaction Rating



Number Of Calls Per Month



Agent Statistics

Agent	Resolved(Y)	Answer	Avg Satisfaction Rating	Avg SOA(In Sec)
Becky	462	517	3.37	65.33
Dan	471	523	3.45	67.28
Diane	452	501	3.41	66.27
Greg	455	502	3.40	68.44
Jim	485	536	3.39	66.34
Joe	436	484	3.33	70.99
Martha	461	514	3.47	69.49
Stewart	424	477	3.40	66.18