



Call Center



Average satisfaction



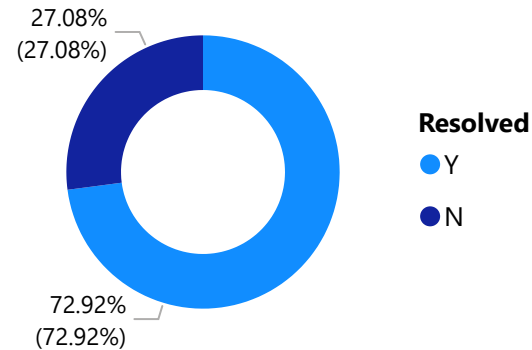
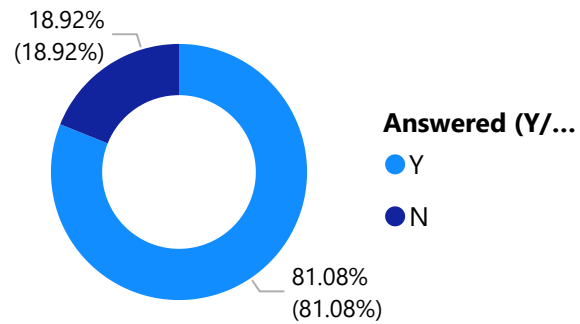
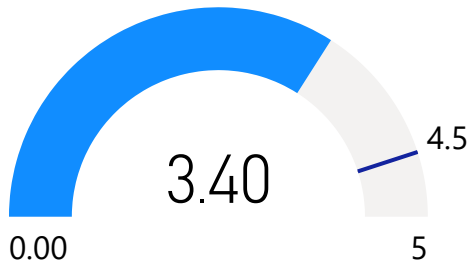
Answered



Resolved



Average speed of answer (s)



Topic



Agent statistics

Agent

Date

Agent	Average of Satisfaction rating	Average of Speed of answer in seconds	Numresolvedcall	Numanswered
Becky	3.37	65.33	462	517
Dan	3.45	67.28	471	523
Diane	3.41	66.27	452	501
Greg	3.40	68.44	455	502
Jim	3.39	66.34	485	536
Joe	3.33	70.99	436	484
Martha	3.47	69.49	461	514
Stewart	3.40	66.18	424	477



Number of calls per month

