

Call Centre

PhoneNow 

Total Phonecalls



5000

Average Answer Speed in Seconds



67.52

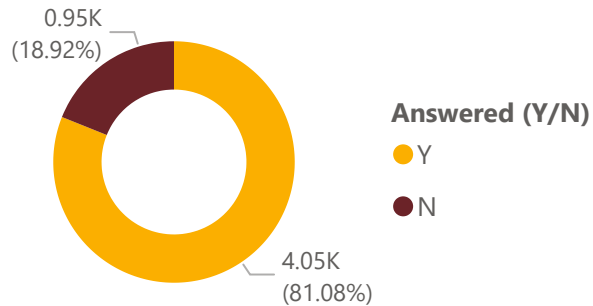
Average Rating



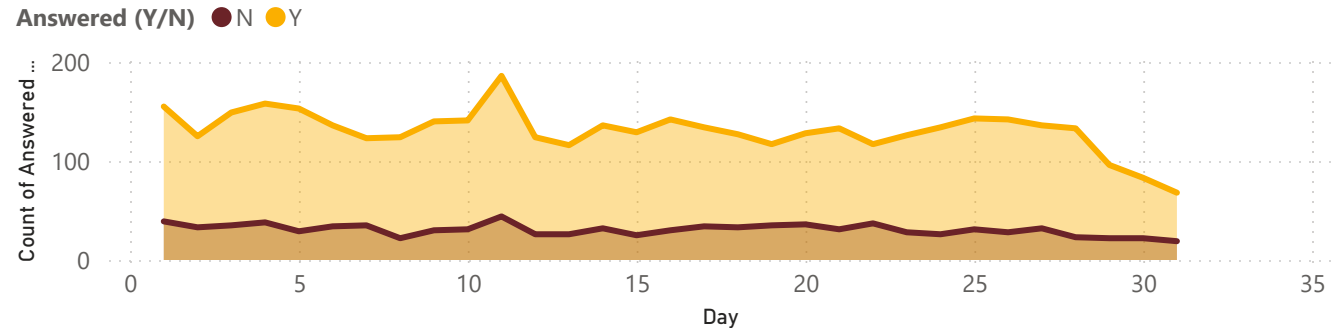
3.4



Answered Phonecalls



Phone Calls Answered by Day

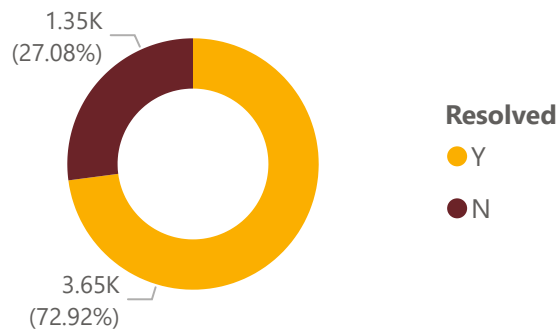


Most Rated:
Martha

Most Issue Resolved:
Jim

Least Call Answered:
Stewart

Resolved Phonecalls



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

FILTERS 

Date

All

Topic

All

Agent

All

Clear Filter