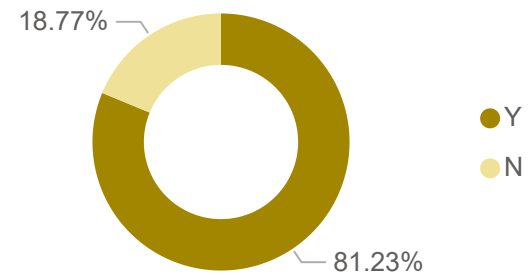


# Call Center Trends



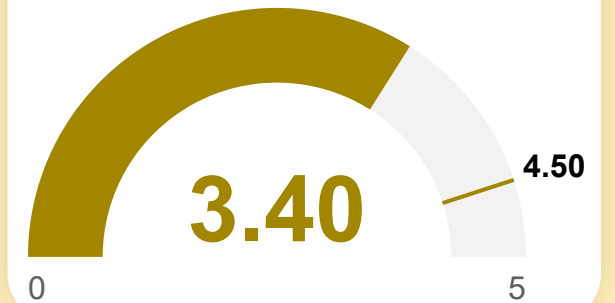
## Answered



## Resolved

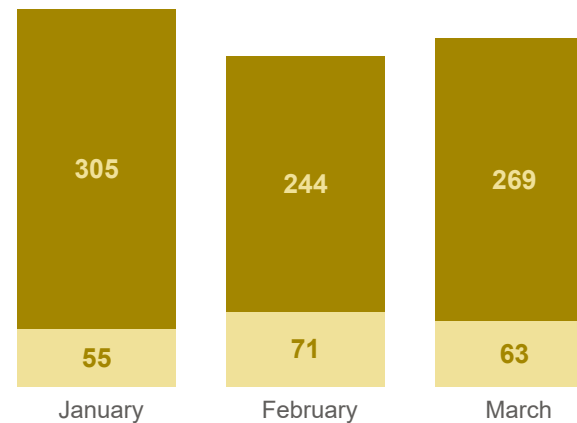


## Average Satisfaction



## No. of Calls per Month

Answered ● N ● Y



## Agent Statistics

Agent	Answered	Resolved	Avg of Satisfaction Rate	Avg of Speed of Answer in Sec
Becky	112	99	3.48	68.71
Dan	106	93	3.42	70.20
Diane	97	85	3.51	70.98
Greg	106	99	3.31	72.10
Jim	94	81	3.27	65.28
Joe	100	91	3.26	66.02
Martha	108	99	3.46	65.44
Stewart	95	92	3.45	66.55

Agent

All

Topic

Payment related

Date

01-01-2021

31-03-2021

Avg. Speed of Answers

68.20