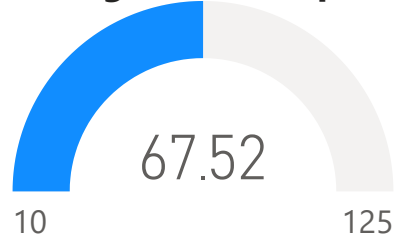
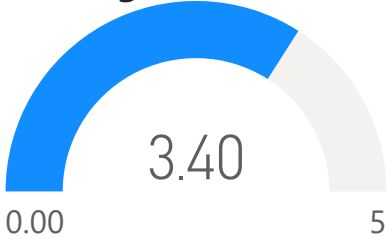


Call Centre Performance Analysis

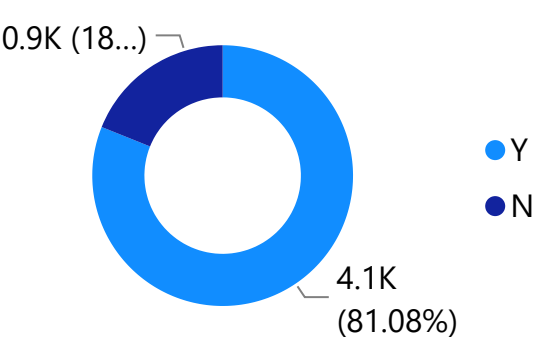
Average Answer Speed



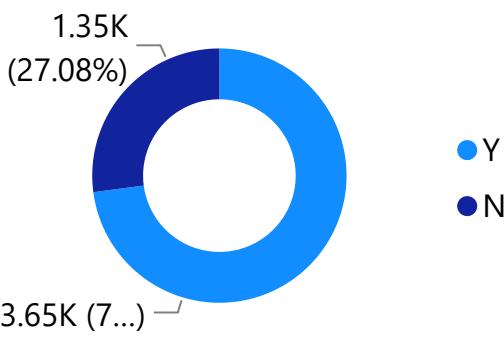
Average Satisfaction



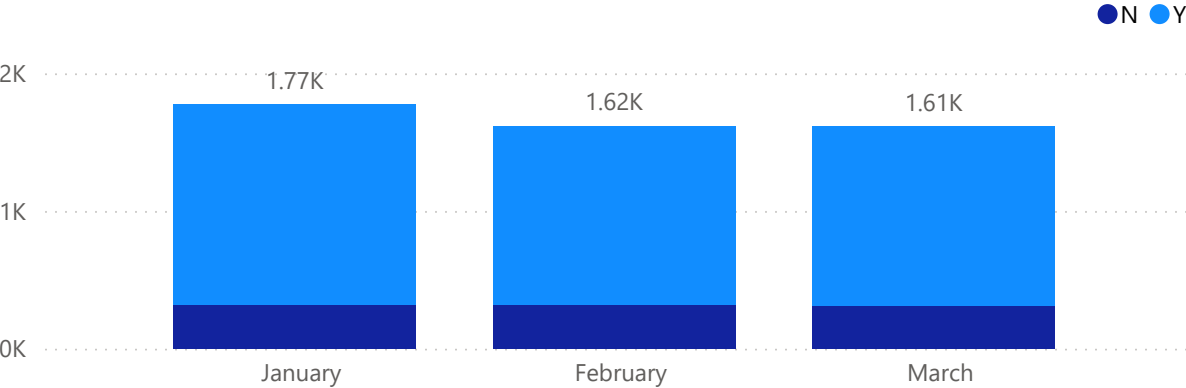
Calls Answered



Calls Resolved



Number of Calls per Month



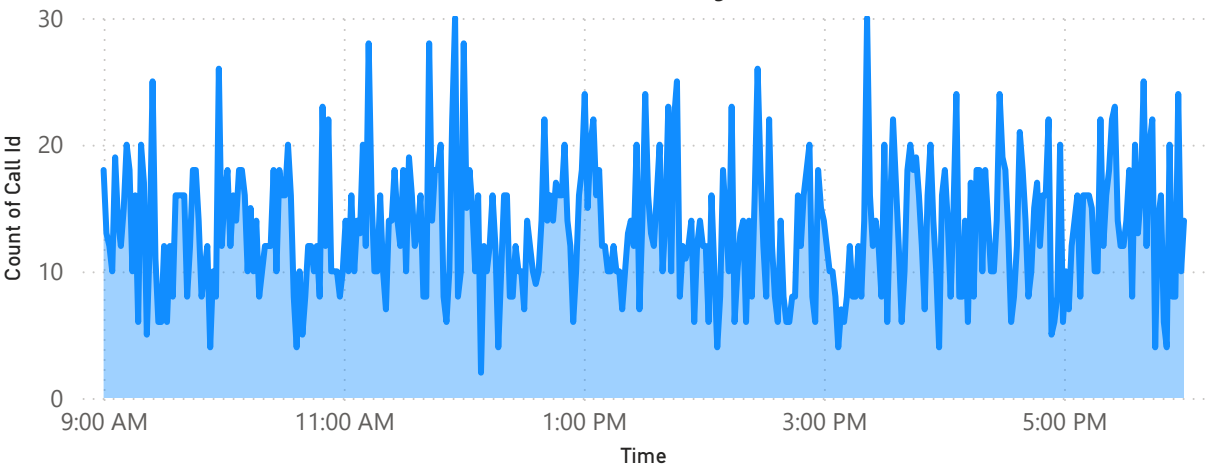
Date



Topic



Number of Calls by Time



Agent Statistics

Agent	CountYes	ResolvedYes	Sum of Satisfaction rating	Sum of Speed of answer in seconds
Becky	517	462	1743	33776
Dan	523	471	1803	35189
Diane	501	452	1706	33200
Greg	502	455	1709	34359
Jim	536	485	1819	35560
Joe	484	436	1612	34358
Martha	514	461	1784	35717
Stewart	477	424	1622	31570