



## Call Center



5000

Total Calls



4054

Answered



3646

Resolved



1.13

Avg Speed of Answer in minutes

Agent

All

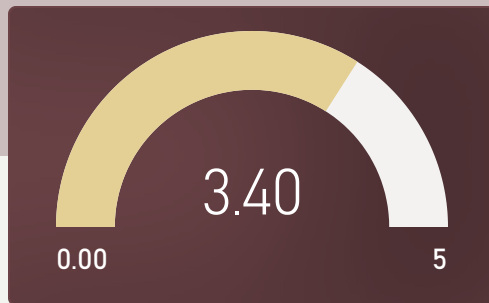
Date

01-01-2021

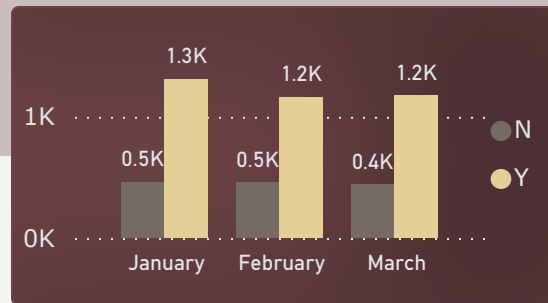
31-03-2021

Topic

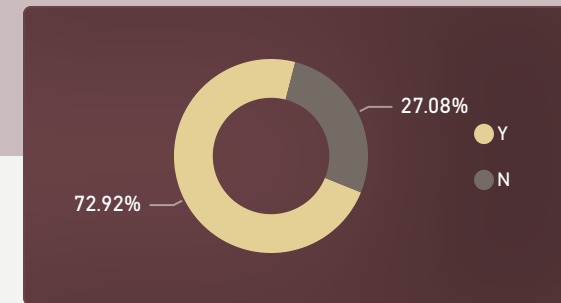
All



Satisfaction rating



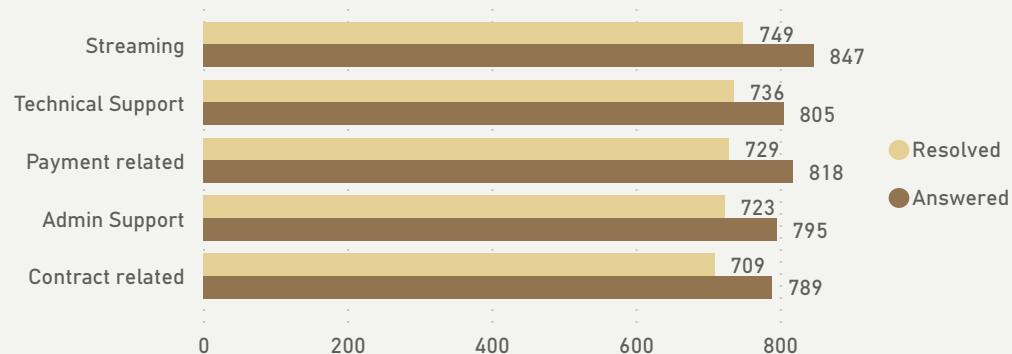
Resolved v Not Resolved by Month



Percentage of Resolved and Not Resolved



### Resolved v Answered by Topic



### Agent Statistics

Agent	# of Answered	# of Resolved	Answer Rate	Resolved Rate	Efficiency Rate	Avg Satisfaction Rate
Becky	517	462	81.93%	73.22%	89.36%	3.37
Dan	523	471	82.62%	74.41%	90.06%	3.45
Diane	501	452	79.15%	71.41%	90.22%	3.41
Greg	502	455	80.45%	72.92%	90.64%	3.40
Jim	536	485	80.48%	72.82%	90.49%	3.39
Joe	484	436	81.62%	73.52%	90.08%	3.33
Martha	514	461	80.56%	72.26%	89.69%	3.47
Stewart	477	424	81.96%	72.85%	88.89%	3.40
Total	4054	3646	81.08%	72.92%	89.94%	3.40