

Agent Name

☐ Becky

☒ Dan

☒ Diane

☒ Greg

☒ Jim

☒ Joe

☐ Martha

☐ Stewart

Resolved

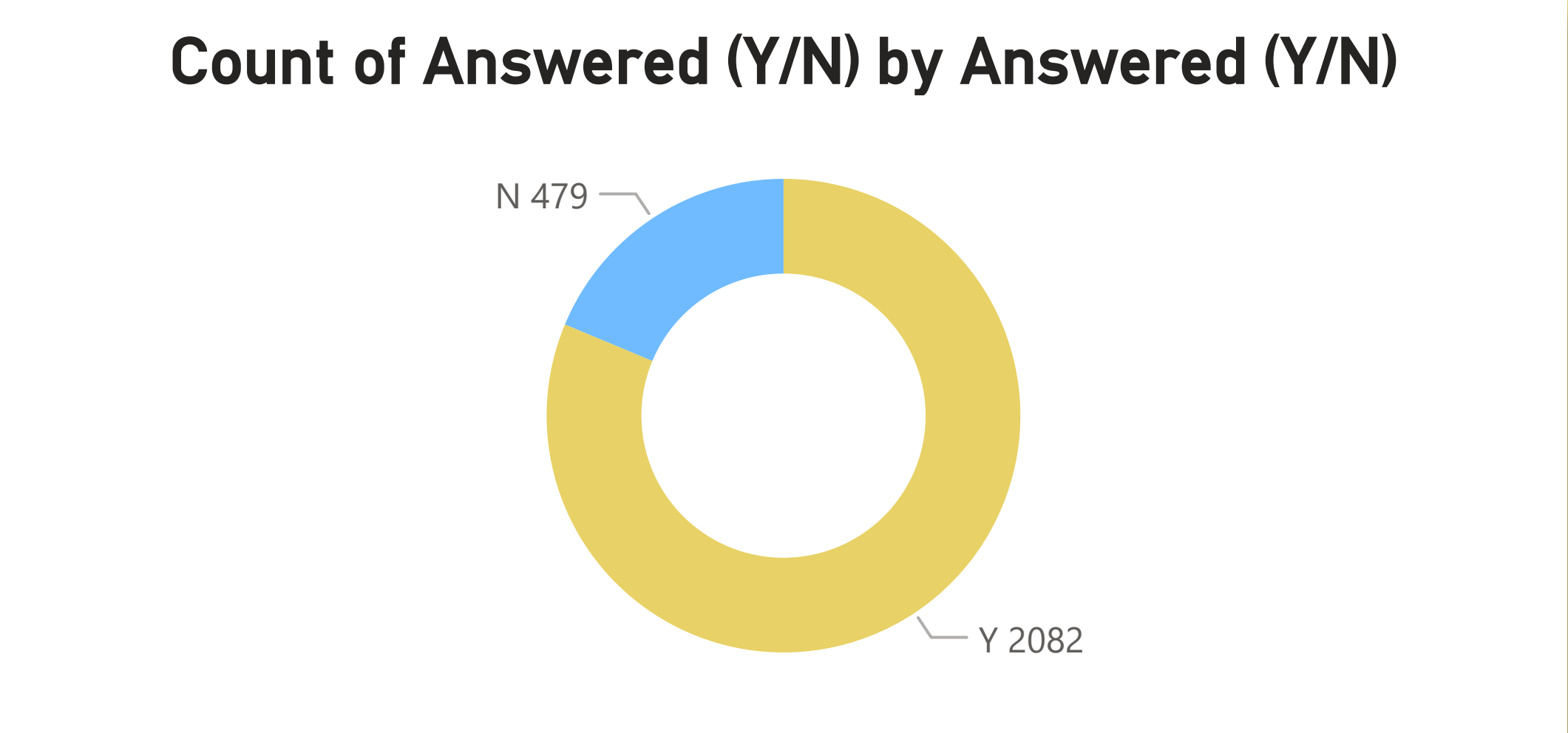
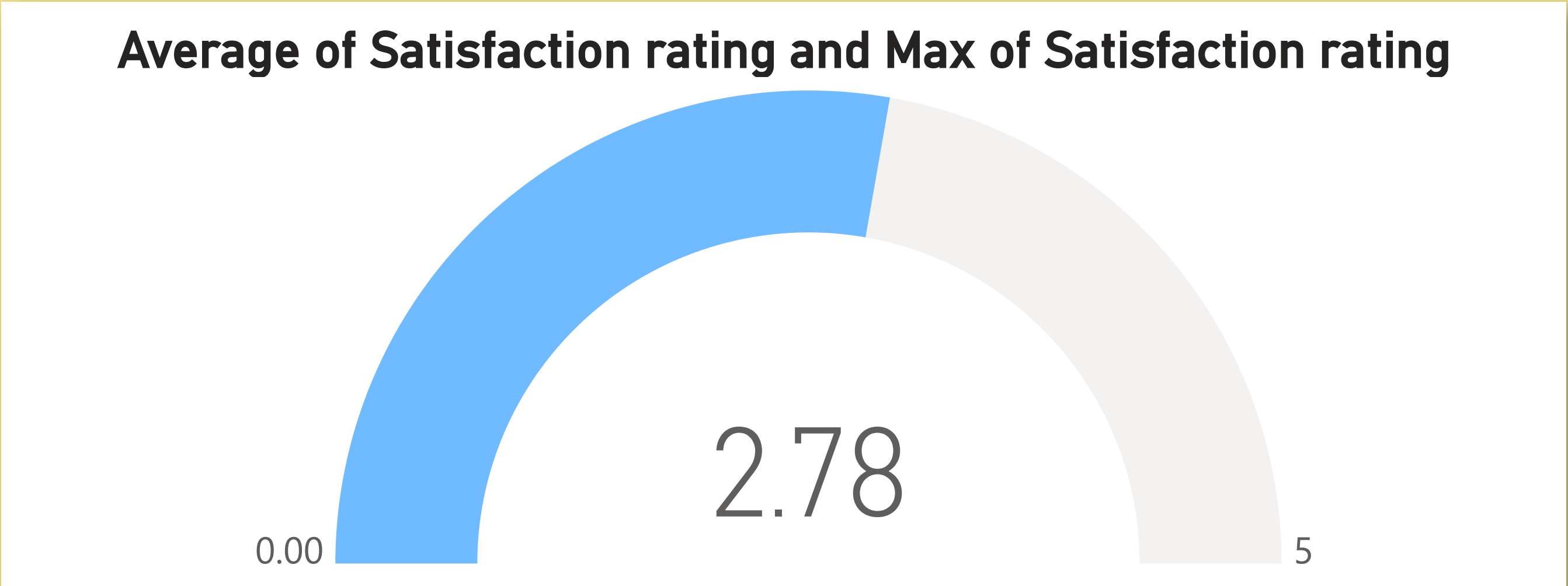
N

Y

DATE

01/01/2021

12/03/2021



| Agent | Answered | Resolved (Y) | Average of Satisfaction rating | Average of Speed of answer in seconds |
|-------|----------|--------------|--------------------------------|---------------------------------------|
| Dan | 422 | 383 | 2.87 | 54.99 |
| Diane | 411 | 369 | 2.73 | 53.30 |
| Greg | 412 | 372 | 2.79 | 55.58 |
| Jim | 435 | 397 | 2.72 | 52.97 |
| Joe | 402 | 363 | 2.78 | 59.25 |
| Total | 2082 | 1884 | 2.78 | 55.14 |

55.14

Average speed of answers in seconds

2561

Number of Call ID's

Call Center Dashboard