



Call Center Trends



Agent

All

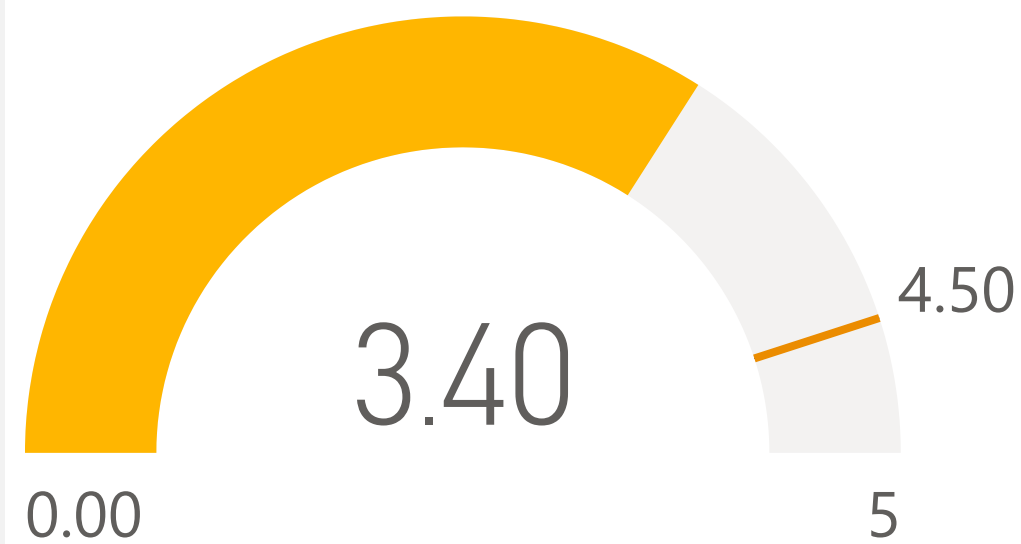
Topic

All

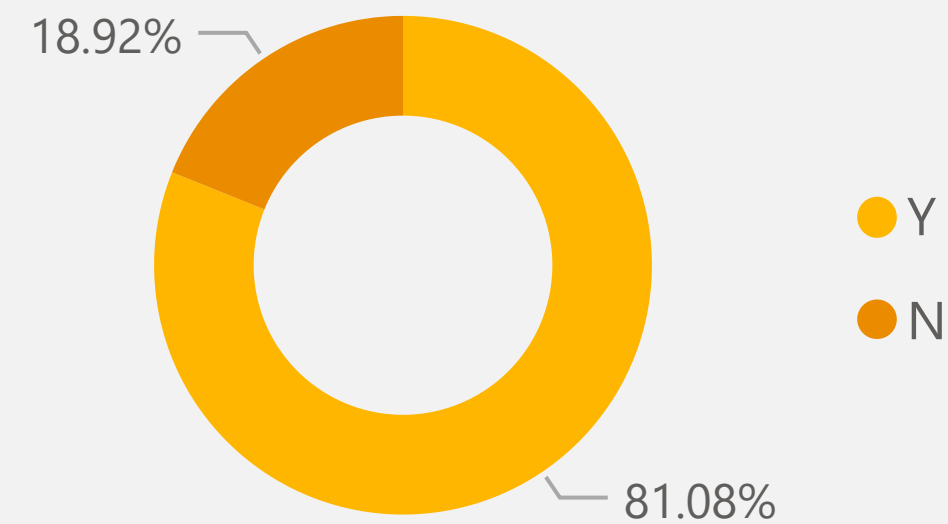
1/1/2021 3/31/2021



Average satisfaction

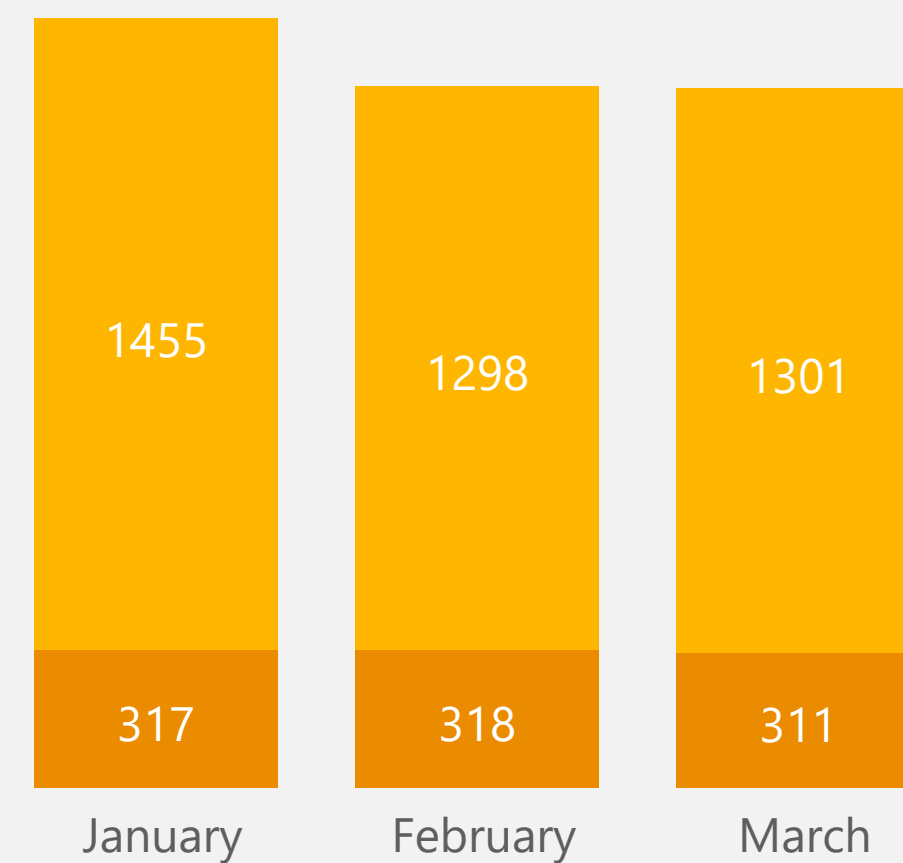


Answered

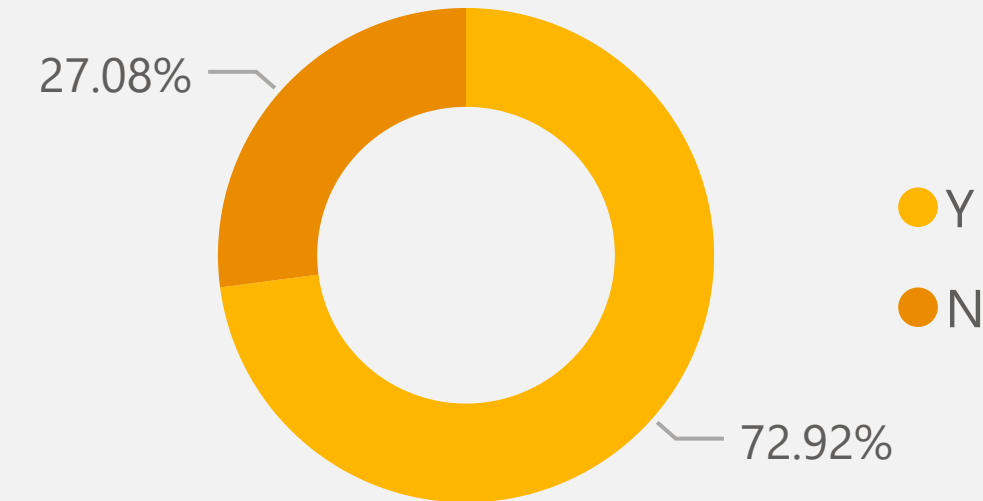


Number of calls per month

Answered ● N ● Y



Resolved



Agent statistics

Agent	# Answered (Y/N)	# of Resolved	Avg of Satisfaction rate	Avg Speed of answer in sec
Joe	593	593	3.33	70.99
Martha	638	638	3.47	69.49
Greg	624	624	3.40	68.44
Dan	633	633	3.45	67.28
Jim	666	666	3.39	66.34
Diane	633	633	3.41	66.27
Stewart	582	582	3.40	66.18
Becky	631	631	3.37	65.33
Total	5000	5000	3.40	67.52



Average speed of answer (s)

67.52

