

CALL CENTRE TRENDS

Total calls

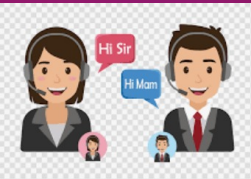
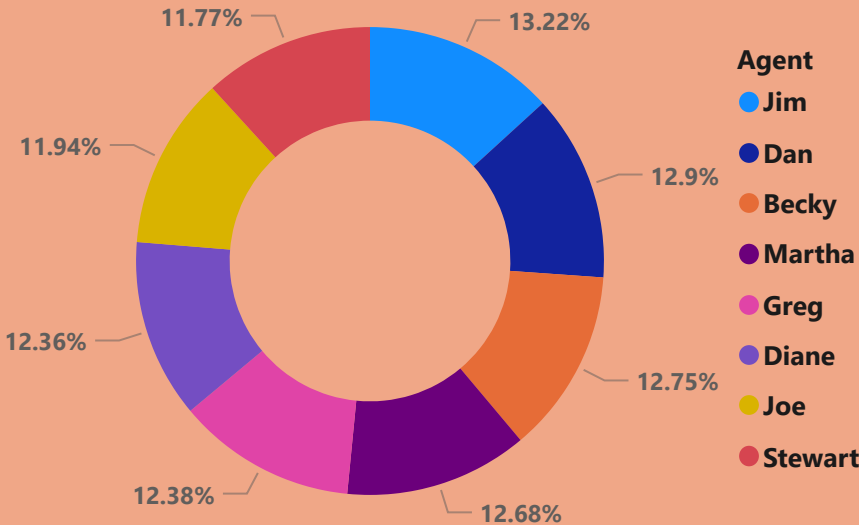
5000

Avg. speed of Ans.

67.52



Agent's performance quadrant

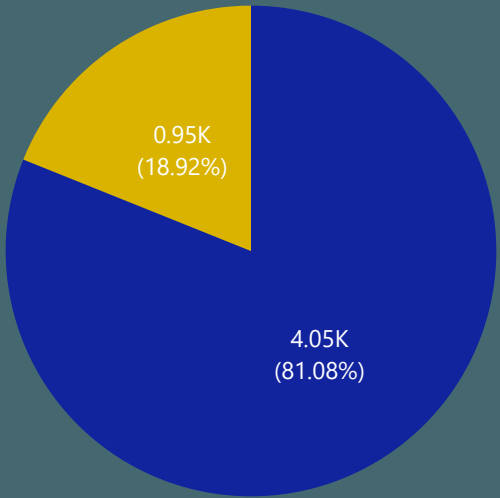


Answered and Abandoned calls

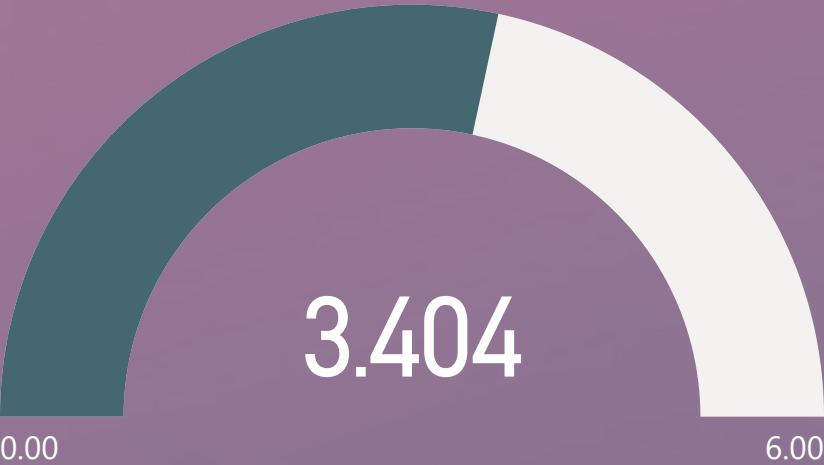
Answered (Y/N)

Y

N



Average of Satisfaction rating



Agent	Resolved	Count of Speed of answer in seconds
Becky	N	55
Becky	Y	462
Dan	N	52
Dan	Y	471
Diane	N	49
Diane	Y	452
Greg	N	47
Greg	Y	455
Jim	N	51
Jim	Y	485
Joe	N	48
Joe	Y	436