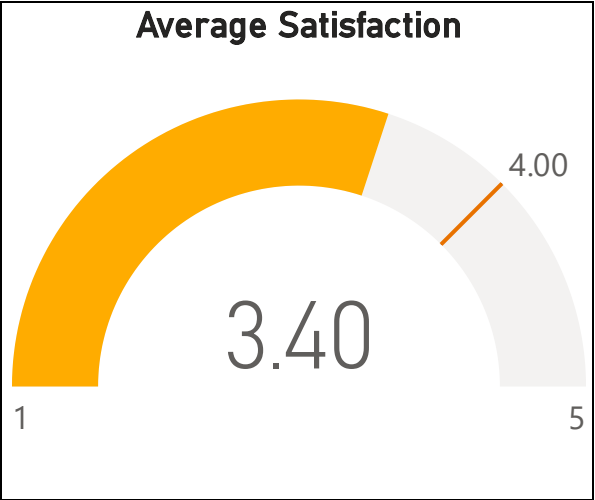
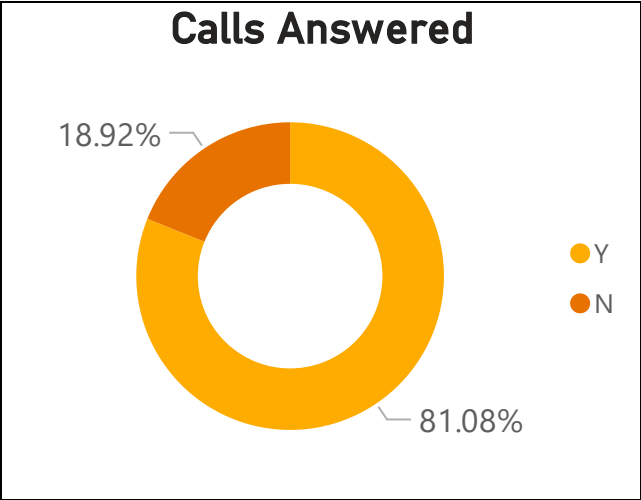
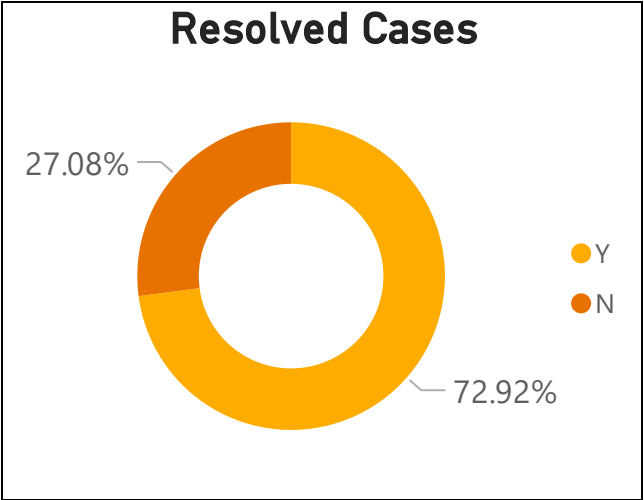


Call Centre Dashboard

Average Speed of answer

67.52



Agent

All

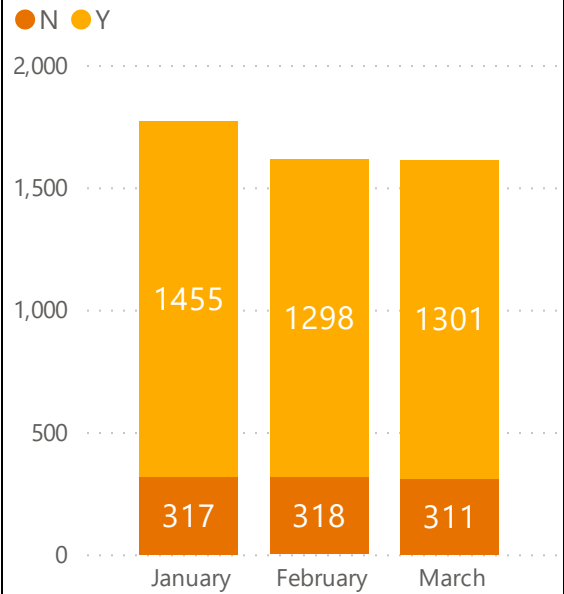
Topic

All

1/1/2021

3/31/2021

No of Calls each month



Agent	Calls Answered	Resolved cases	Avg of Satisfaction rating	Avg of Speed of answer in sec
Martha	514	461	3.47	69.49
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Stewart	477	424	3.40	66.18
Jim	536	485	3.39	66.34
Becky	517	462	3.37	65.33
Joe	484	436	3.33	70.99
Total	4054	3646	3.40	67.52