



Call Center

Agent

All

Topic

All

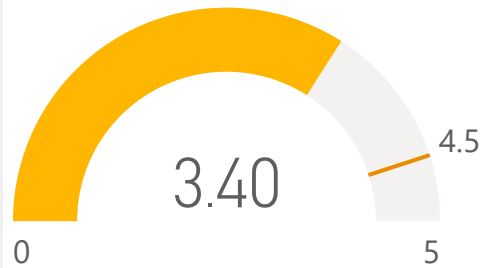
Date

1/1/2021

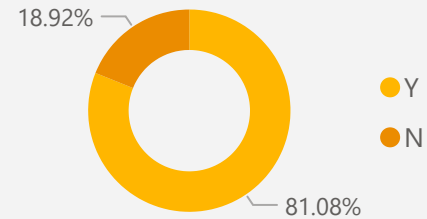
3/31/2021



Average satisfaction

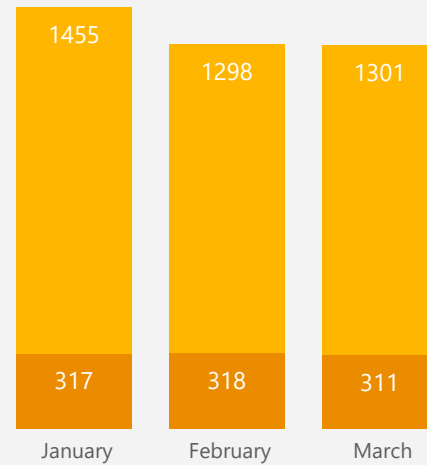


Answered

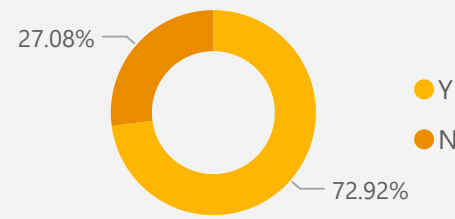


Number of calls per month

Answered ● N ● Y



Resolved



Agent statistics



Average speed of answer (s)

67.52

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Stewart	477	424	3.40	66.18