

Agent

All

Topic

All

CALL CENTRE TRENDS

5000

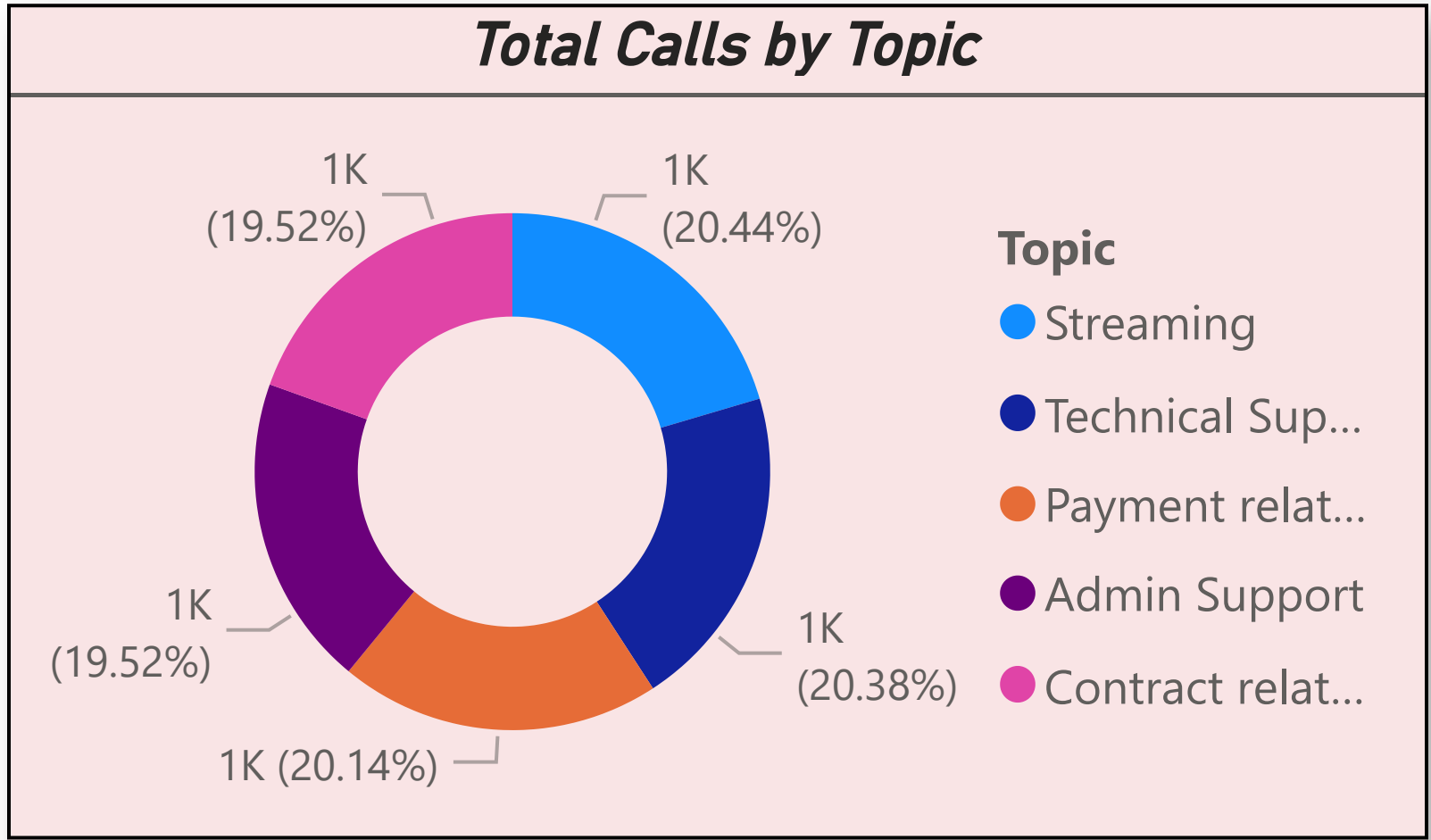
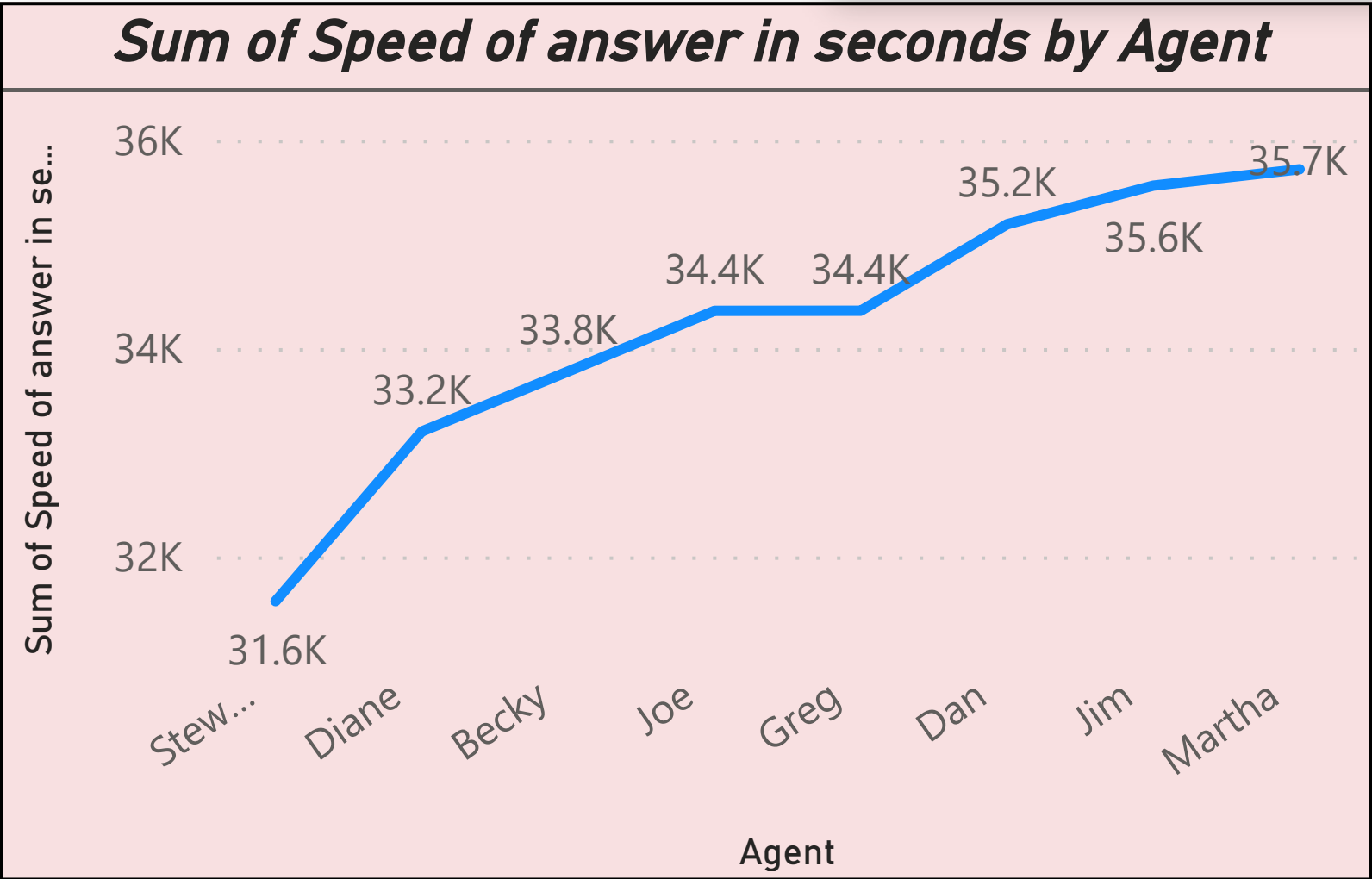
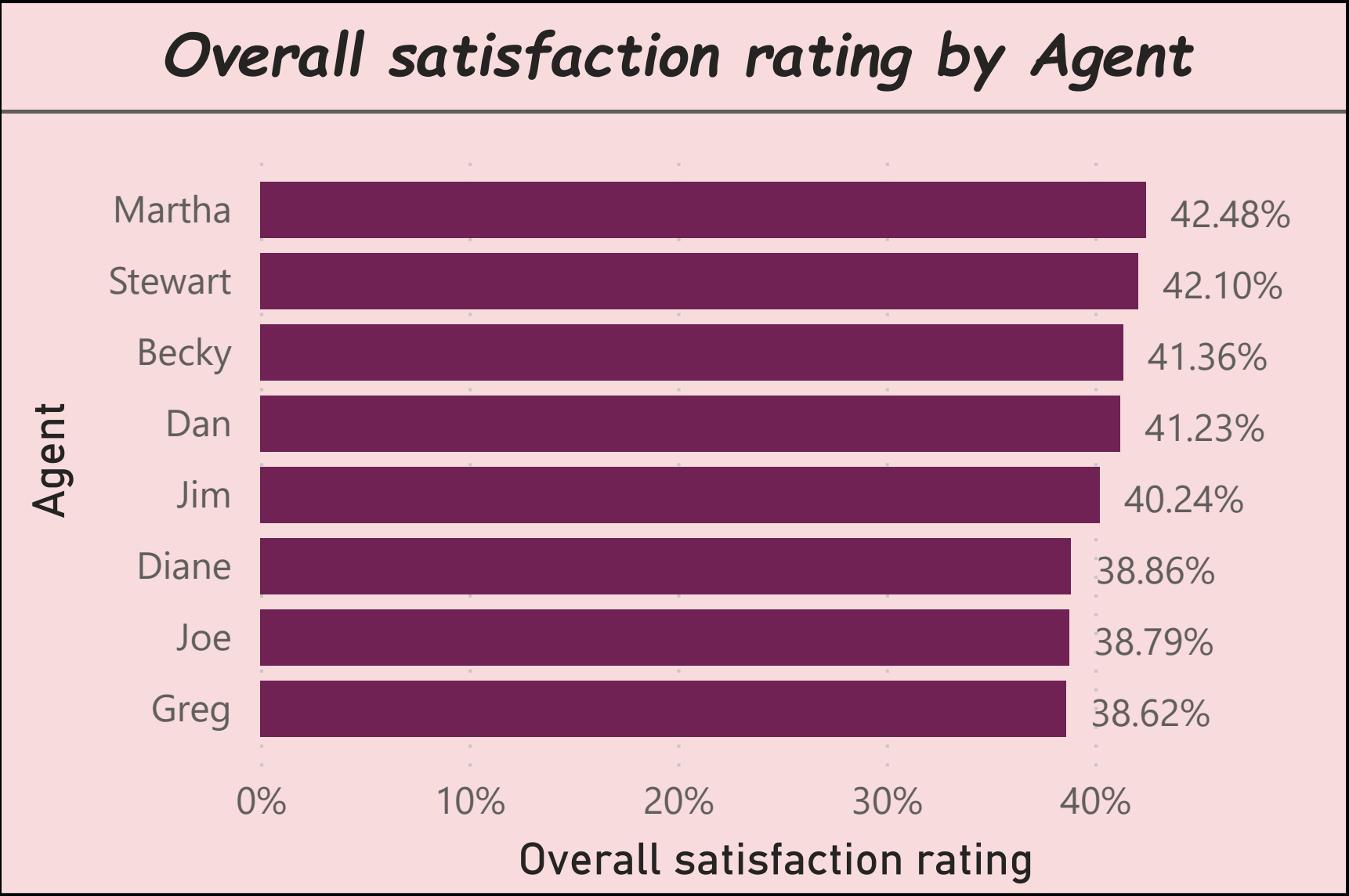
Total Calls

4054

Total call answered

946

Total call unanswered



Key Matrices

Agent	Total Calls	Total call answered	Overall satisfaction rating
Martha	638	514	42.48%
Stewart	582	477	42.10%
Becky	631	517	41.36%
Dan	633	523	41.23%
Jim	666	536	40.24%
Diane	633	501	38.86%
Joe	593	484	38.79%
Total	5000	4054	40.46%

