

CALL CENTER

Agent

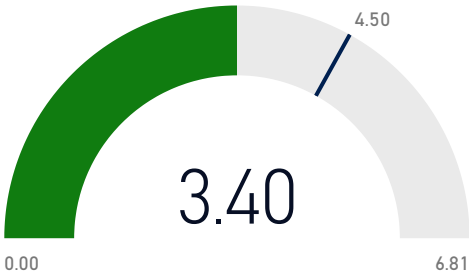
All

Topic

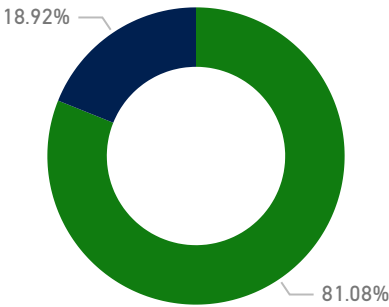
All

01-01-202131-03-2021

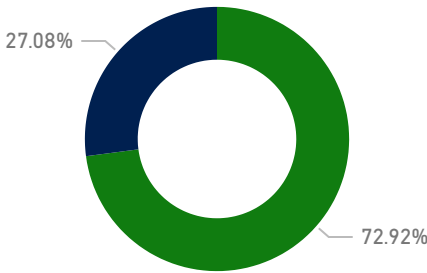
AVERAGE SATISFACTION RATINGS



ANSWERED



RESOLVED

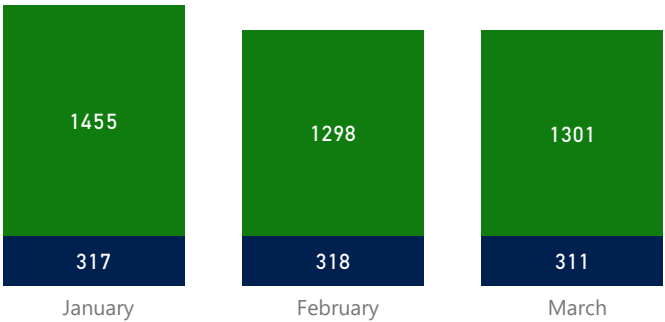


AVERAGE SPEED OF ANSWER IN

67.52

AVERAGE NO OF CALLS PER MONTH

Answered ● N ● Y



AGENT STATISTICS

Agent	answered	resolvedd	Average of Satisfaction rating	Average of Soa ins ec
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52