



Analysis Report

5000

Total Calls

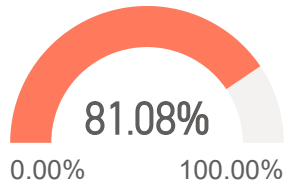
54.75

Average speed of answer (Sec.)

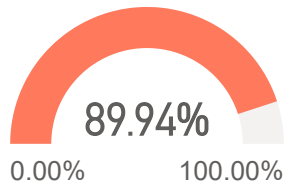
2.76

Average Satisfaction Rating

Answer Rate%



Resolution Rate%



Streaming
1022

Technical Support
1019

Payment related
1007

Admin Support
976

Contract related
976

January

February

March

April

May

June

July

August

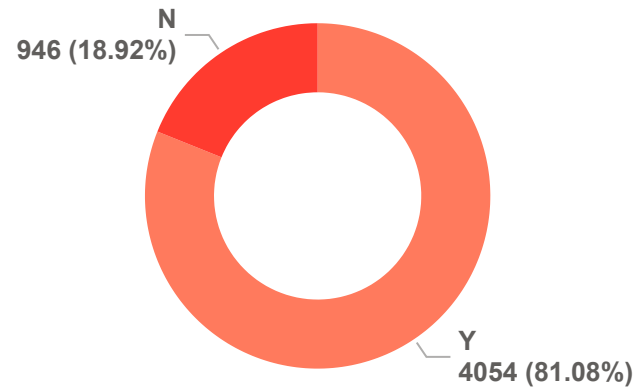
September

October

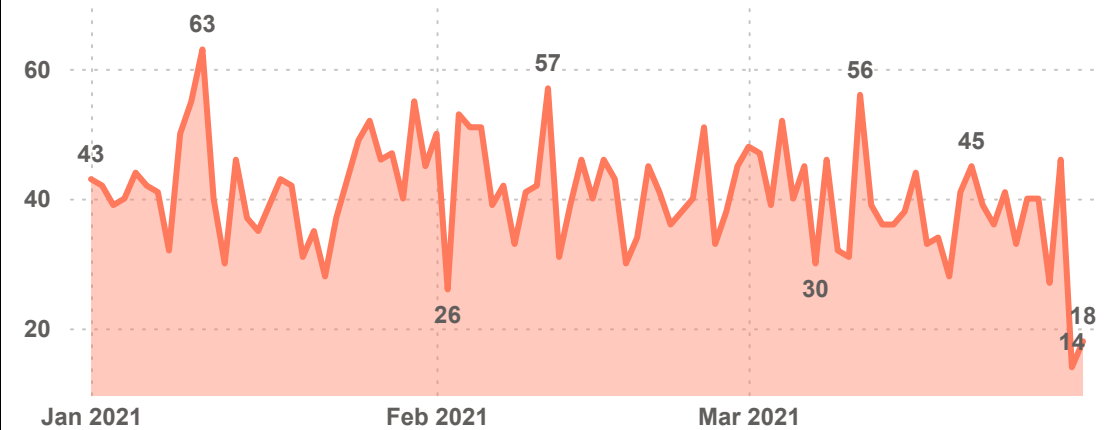
November

December

Answered and Unanswered Calls



Resolved Calls Over the Time



Agent	Total Calls	Answered calls	Resolved calls	Avg. Answering Speed (Sec.)	Avg. Rating	Resolution Rate%	Over the Time
Stewart	582	477	424	54.24	2.79	88.89%	
Becky	631	517	462	53.53	2.76	89.36%	
Martha	638	514	461	55.98	2.80	89.69%	
Dan	633	523	471	55.59	2.85	90.06%	
Joe	593	484	436	57.94	2.72	90.08%	
Diane	633	501	452	52.45	2.70	90.22%	
Jim	666	536	485	53.39	2.73	90.49%	
Greg	624	502	455	55.06	2.74	90.64%	