

Call Centre Trends

Agent

All

| Agent | Total Calls |
|---------|-------------|
| Becky | 631 |
| Dan | 633 |
| Diane | 633 |
| Greg | 624 |
| Jim | 666 |
| Joe | 593 |
| Martha | 638 |
| Stewart | 582 |
| Total | 5000 |

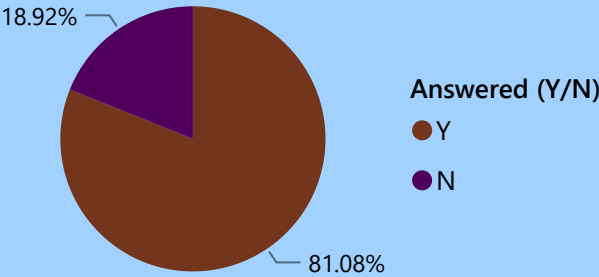
Average speed of asnwer

67.52

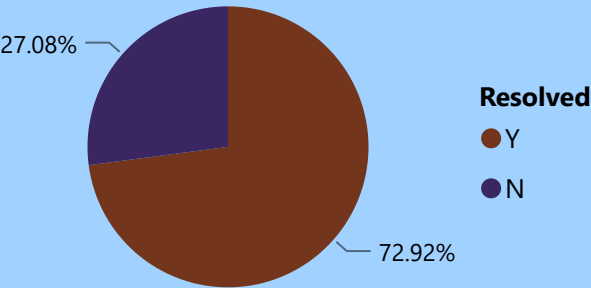
Overall customer satisfaction



Percentage of calls answered/abandoned



Percentage of calls Resolved



| Agent | Answered | Not Answered | Call Resolved | Average of Speed of answer in seconds |
|---------|----------|--------------|---------------|---------------------------------------|
| Becky | 517 | 114 | 462 | 65.33 |
| Dan | 523 | 110 | 471 | 67.28 |
| Diane | 501 | 132 | 452 | 66.27 |
| Greg | 502 | 122 | 455 | 68.44 |
| Jim | 536 | 130 | 485 | 66.34 |
| Joe | 484 | 109 | 436 | 70.99 |
| Martha | 514 | 124 | 461 | 69.49 |
| Stewart | 477 | 105 | 424 | 66.18 |
| Total | 4054 | 946 | 3646 | 67.52 |

