

Call Center Trends

Agent

All

Topic

All

Date

1/1/2021

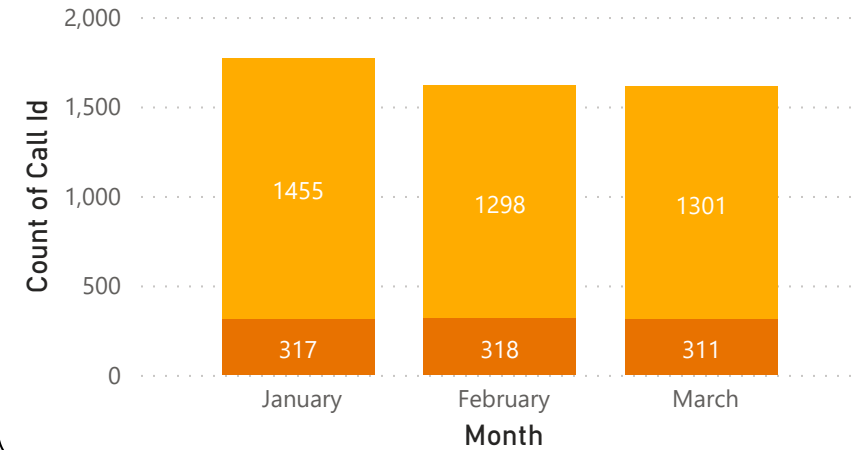


3/31/2021



Number of call per month

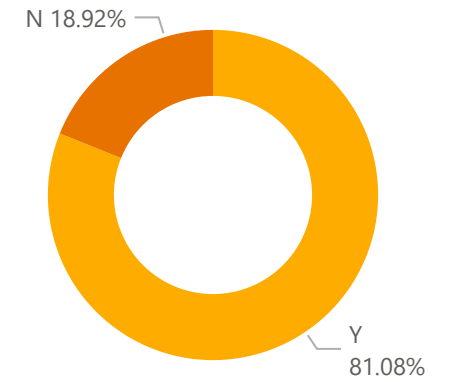
Answered (Y/N) ● N ● Y



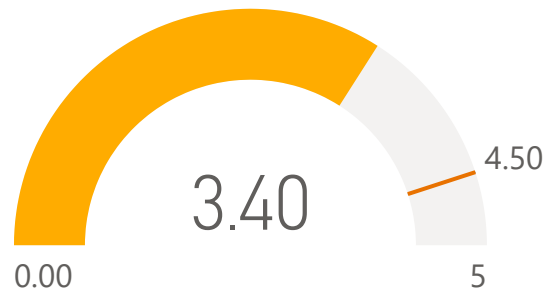
Average speed of answer

67.52

Answered



Average Satisfaction



Agent Statistics

Agent	# of answered	# of resolved	Avg. Satisfaction rating	Average of Speed of answer in second
Joe	484	436	3.33	70.9
Martha	514	461	3.47	69.4
Greg	502	455	3.40	68.4
Dan	523	471	3.45	67.2
Jim	536	485	3.39	66.3
Diane	501	452	3.41	66.2
Stewart	477	424	3.40	66.1
Becky	517	462	3.37	65.3
Total	4054	3646	3.40	67.5

Resolved

