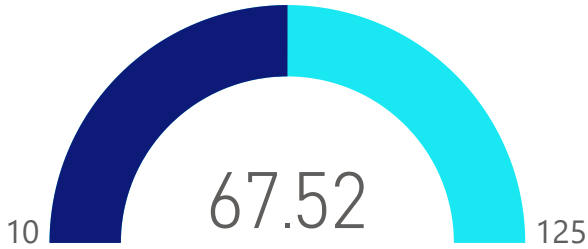
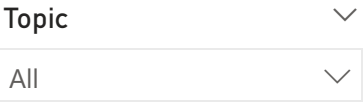
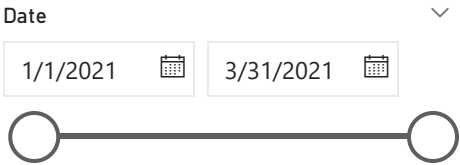
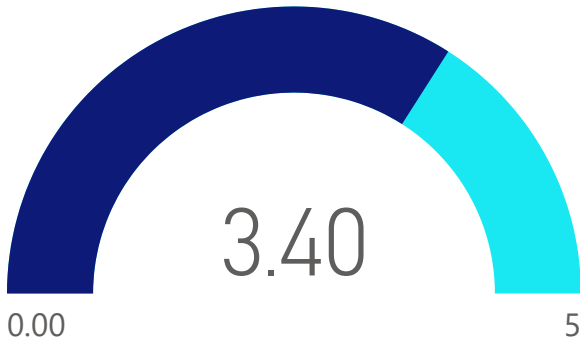




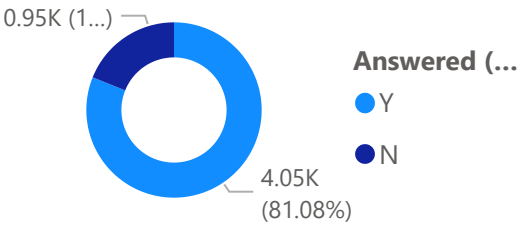
Average of Speed of answer in secs, Min of Speed of answer in secs, Max of Speed of answer in secs and Earliest D...



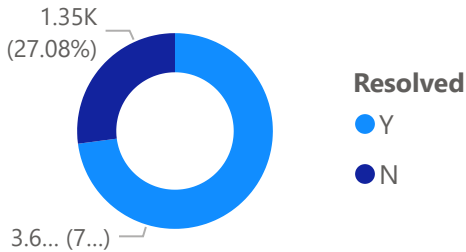
Average of Satisfaction rating and Max of Satisfaction rating



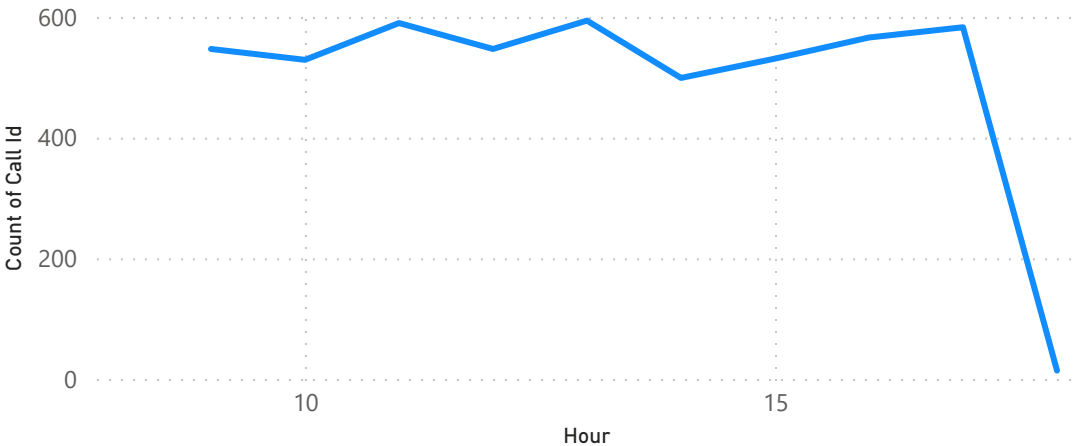
Count of Answered (Y/N) by Answered (Y/N)



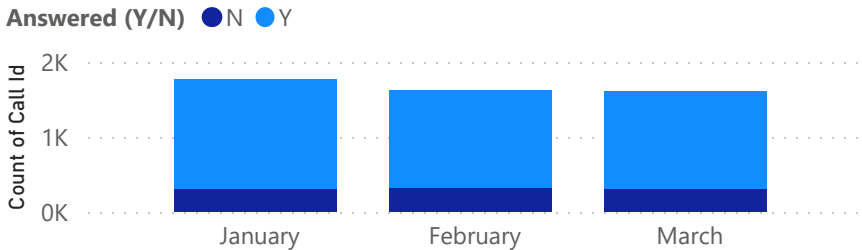
Count of Resolved by Resolved



Count of Call Id by Hour



Count of Call Id by Month and Answered (Y/N)



Agent	CountYes	ResolvedYes	Average of Satisfaction rating	Average of Speed of answer in secs
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